



PO Box 492
66 Brogdon Circle
Royston, GA 30662
706-245-6111

May 2020

Dear Valued Customer,

As a customer of Drake Gas, we're excited to welcome you into the Suburban Propane family! We've been serving our customers and local communities for over 90 years, proudly celebrating our dedication to safety, integrity and customer service providing a full-range of benefits including:

- Automatic Delivery of Propane and Heating Oil
- Custom Budget Payment Plan
- Convenient Online Account Management
- Safety-Trained Professionals
- 24/7/365 Live Customer Service
- Prompt Installations and Repairs
- Underground Tank Packages
- Comprehensive Service Plans

Manage Your Account Online

Manage your account with our "My Account" customer portal by going to www.suburbanpropane.com/myaccount and register using your new account number that will be mailed to you, to complete your online account setup.

Our Emphasis on Safety

Your safety is our number one priority and we want to ensure you have thoroughly read over all safety information. Our team is dedicated to serving you in the safest, most professional manner possible. As part of this commitment to your safety, we will be providing Suburban Propane's Safety Tips together with your contract that includes important safety information about your propane system. We urge you to periodically review this safety literature with all the members of your family and all end users. Also visit our website at www.suburbanpropane.com to review and download additional safety and weather/natural disaster information and to obtain safety information in Spanish. Please call us at 1-888-223-0029 to order a Propane Safety Booklet, which includes a scratch-and-sniff sample to help you become familiar with the unique odor of propane. Please keep all these documents as a reference.

In addition, we would like to remind you of certain steps you should take to ensure continued safe operation of your system and appliances, including:

- **Proper grounding/bonding of propane piping and capping of unused lines** (contact a licensed electrical contractor for more information)
- **Protection of regulators from elements** (freezing rain, sleet, snow, ice, mud and/or debris)
- **Protection of piping, regulators, meters, etc. from the forces of accumulated snow/ice, where applicable** (contact your local fire code official and/or building department for guidance)

If you have questions about system safety or our services, please do not hesitate to call your local office in Royston, Lexington, Elberton or Hartwell. We also invite you to visit our web site at www.suburbanpropane.com.

We appreciate your business and look forward to providing you with all of your energy needs.

Sincerely,

Richard Jones
Operations Manager

Royston GA
66 Brogdon Circle
706-245-6111

Lexington GA
756 Athens Hwy
(706) 743-5414

Elberton GA
1126 Old Middleton Rd
(706) 283-6111

Hartwell GA
83 Industrial Park Rd
(706) 376-6111