



117 Virginia Road  
Alliance, NC 28509  
  
252-745-7346  
1-800-PROPANE (1-800-776-7263)  
  
www.suburbanpropane.com

April 2021

Dear Valued Customer,

We are excited to welcome you, and all the Eastern Propane customers, into the Suburban Propane family!

For over 90 years Suburban Propane has been serving our customers in 41 states and over 700 local communities. We are pleased to add Bayboro and the surrounding towns to our community and want to reassure you there will be no disruption to the services you currently receive. The same drivers, technicians, and customer service representatives you know and trust will continue to provide you with exceptional service.

**Please take note of the following important announcements:**

- **We have moved down the road** to 117 Virginia Road in Alliance. The office phone number of 252-745-7346 will remain, as will our 24/7 customer service number of 800-776-7263.
- **Your next invoice will reflect your new Suburban Propane account number** that will be mailed to you.
- **Online Account Management:** You can view your delivery, service, and payment history, make a payment on your account, and more with our "My Account" customer portal. To register visit us at [suburbanpropane.com/myaccount](http://suburbanpropane.com/myaccount), and use your new account number (provided above) 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 include 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 [suburbanpropane.com](http://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)

Once again, we are committed to continuing to serve the Eastern North Carolina area with local sales and service. Please do not hesitate to call or visit us. We look forward to getting to know you and serving your propane needs.

Sincerely,

Adam Miller  
Service Manager