



Tips for Managing Your Gas Service



The **Dominion Energy app** is the most convenient way to manage your account, view your bill, make payments, and enroll in programs on the go. Download it today wherever you get your apps!



Go paperless with **eBill** and receive a monthly email with the amount due and due date. Your full billing details are easily found by logging in to your account.



Consider **Auto Pay** for a hands-free and worry-free way to handle your payments. When you pay your bill electronically, your payments are received more securely and can be processed more quickly.



Many customers rely on **Budget Billing**, which divides an estimated annual billing amount into 12 equal payments. Budget Billing helps you avoid seasonal swings, making your monthly bill more predictable.



Special **payment arrangements** can be tailored to fit your needs and help you better manage your service and pay off your balance over time.

Help with Winter Heating Costs

Funds are available through these programs to help qualified families and individuals with utility bills.

Utah & Idaho:

HEAT (Utah) 866-205-4357
Home Energy Assistance Target

LIHEAP (Idaho) 208-232-1114
Low-Income Home Energy Assistance Program

REACH 801-969-0526
Residential Energy Assistance through Community Help

Wyoming:

LIIEAP 800-246-4221
Low-Income Energy Assistance Program

Energy Share of Wyoming 877-461-5719

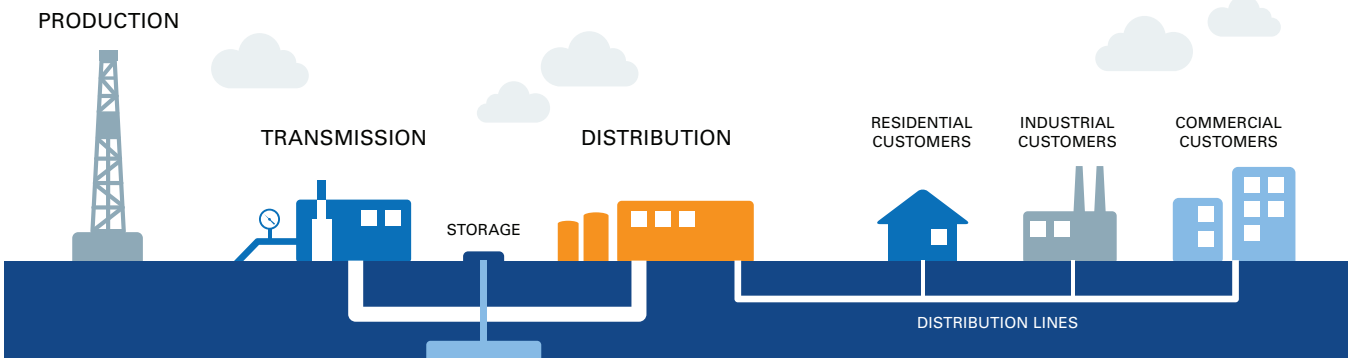
Save Energy and Money with a Custom ThermWise® Home Energy Plan

A customized Home Energy Plan could help you identify ways to improve the efficiency of your home and lower your gas bill. For \$25, a home-energy expert will visit your home to conduct an energy assessment, then prepare a detailed report outlining ways you can save energy.

To schedule your Home Energy Plan, call **888-324-3221**, Monday through Friday, 8 a.m. to 5 p.m.

From Wellhead to Burner Tip: How Natural Gas Gets to You

Natural gas flows from deep inside the earth into wells. From there it enters large pipelines where it is moved along with the help of compressors. Some of the gas is moved into underground storage for later use. After traveling many miles, the natural gas enters Dominion Energy's system and is sent through a network of smaller pipes to homes and businesses.





Keep Your Meter Clear of Snow and Ice

Your outdoor natural gas meter is designed to work in harsh winter weather. However, heavy accumulations of snow and ice can damage your meter and threaten your safety.

Dominion Energy asks that you follow these basic tips:

- Make sure your meter is free of clutter and other obstructions, especially snow and ice;
- When clearing walks or drives, do not pile snow on or near the meter;
- Keep water from dripping from your roof and freezing on the meter;
- Carefully remove icicles and snow build-up from roof eaves above the meter and on the meter itself;
- Never kick or strike the meter to loosen built-up ice or snow; and
- Ensure snow and ice aren't blocking exhaust vents or combustion air ducts as this could leave occupants exposed to deadly carbon monoxide. Your natural gas appliances, including your furnace, fireplace, water heater and clothes dryer, require good ventilation to operate properly.

Following these simple steps will reduce the risk of hazards, including natural gas leaks, and allow us to obtain accurate reads from your meter. Report meter damage or gas leaks immediately to Dominion Energy by calling **800-767-1689**.

*Note: If your meter is in one of Utah's high-snowfall areas and/or you regularly have snow burying the meter, please call **800-323-5517** for a snow-shelter evaluation.*



For more information about Dominion Energy, visit DominionEnergy.com.

For customer service, please call 800-323-5517 Monday through Friday, 7 a.m. to 6 p.m.



Natural Gas Facts

More than 177 million Americans use natural gas to cook their meals, heat their water or warm their homes. But how much do you know about this safe and efficient resource? Here are a few facts:

Natural gas is naturally odorless. That unusual smell is a harmless chemical that we add to natural gas to help you detect leaks. We add this rotten egg-like odorant as a safety precaution because natural gas has no odor of its own.

Natural gas is non-toxic (not poisonous). If you inhale it, nothing harmful will be absorbed into your blood.

Natural gas is lighter than air. If it escapes into the atmosphere, it dissipates rapidly. Heavier-than-air gases like propane and gasoline fumes settle and accumulate near the ground where ignition sources are more common.

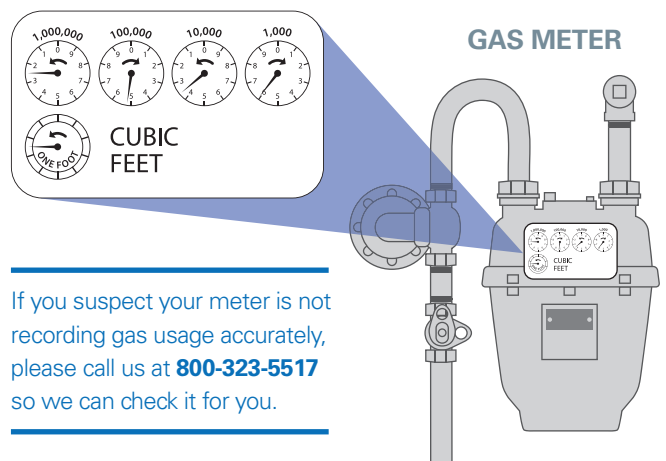
Natural gas is colorless. When mixed with the proper amount of air and ignited, invisible natural gas burns with a clean, blue flame. It is one of the cleanest-burning fuels, producing primarily heat, carbon dioxide and water vapor.

Natural gas burns only when properly mixed with air. It will only ignite when there is an air-and-gas mixture between 5 and 15 percent natural gas. Any mixture containing less than 5 percent or greater than 15 percent natural gas will not ignite.

How to Read Your Meter

To read your gas meter, use only the four larger dials (the smaller dials are used for testing purposes only). Starting on the left-hand side, write down the lowest number the hand of each dial has passed. For example, the dials shown here indicated 2, 5, 3 and 6.

To determine the amount of gas you have used since the last time your meter was read, we subtract the previous month's meter reading from the current reading.



If you suspect your meter is not recording gas usage accurately, please call us at **800-323-5517** so we can check it for you.