



Why does a gas bill vary every month?

The amount due on your bill is based on usage and will change throughout the year for a variety of reasons.

Factors that affect your bill:

- *Weather changes and temperature.*
- *The number of people in your home.*
- *The efficiency of your home (e.g., the age and type of appliances; the level of insulation, the location of your thermostat, etc.)*
- *Like many commodities, the cost of the natural gas we purchase and deliver to you can fluctuate. The cost of these gas supplies is not marked up, meaning we do not profit from the natural gas we purchase.*



How is the rate for natural gas service determined?

The amount of gas you use is charged by dekatherms (DTH), a unit of energy used to measure natural gas. The cost per DTH is determined by gas costs and non-gas costs.



Gas costs

The amount the company pays for the gas it resells to customers with no mark-up.



Non-gas costs

The costs of operating and maintaining the company's distribution system.

These rates are approved by state public service commissions and change periodically. Gas costs increased so significantly and unexpectedly last winter that we under-collected those costs from customers. As a result, we must keep rates higher to recover those costs. These higher rates are being applied over time so customers aren't impacted by larger, more sudden bill increases.



Mail delays affecting timely payment processing

If you currently mail your natural gas payment, delayed mail delivery may be affecting how quickly your payment can be processed and posted to your account.

For your peace of mind, please plan accordingly or consider paying electronically for more timely and secure processing. Visit **DominionEnergy.com** or login to your account to learn about more convenient ways to pay.



Tips for managing bills & gas usage

Apply for energy assistance: Funds are available to help qualified customers pay their utility bills. **Call 211** for energy-assistance programs in your area.

Enroll in Budget Billing: Budget Billing divides your estimated annual billing amount into 12 equal payments so your bill is the same every month, helping you avoid seasonal swings.

Consider payment arrangements: You may be eligible for arrangements that allow you to pay your balance off over time.

Take care of your furnace: Get your furnace inspected by a certified heating contractor to ensure it's operating safely and efficiently. Also, check your furnace filter regularly and replace it if necessary.

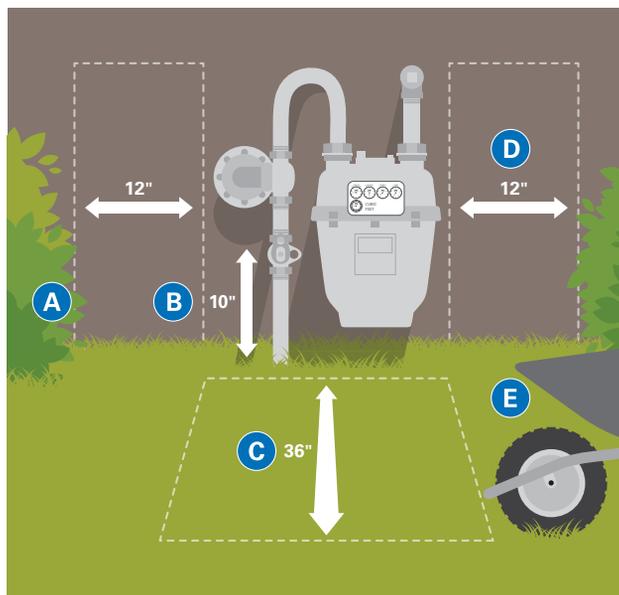
Conserve energy with ThemWise®: Visit **ThemWise.com** for energy-saving tips as well as rebates on energy-efficient appliances and home improvements. Consider scheduling a Home Energy Plan with one of our home-energy experts to learn how to conserve energy and save money.

Are you crowding your gas meter?

Your natural gas meter must be easily accessible to you, emergency responders and Dominion Energy. These guidelines will help prevent corrosion, ensure your meter can be accessed in an emergency and allow for Dominion Energy employees to perform routine maintenance and replacements safely:

- Keep your meter clear of vegetation, fences, snow and ice.
- Keep the dirt around your meter at least 10 inches below the shut-off valve.
- Maintain at least 36 inches of space in front of your meter.
- Maintain at least 12 inches of space on either side of your meter.
- Don't lean bicycles, wheelbarrows or any other metal objects against your meter.

Report meter damage or gas leaks immediately to Dominion Energy by calling 800-767-1689.



Components of your natural gas bill

For more information about your natural gas bill, visit DominionEnergy.com.

1. Account Summary

This statement shows your previous balance due, payments received and current charges.

2. Amount Due

Customers who are not on AutoPay will see the **Total Amount Due Upon Receipt**. This is the total of the three parts of the Account Summary.

3. Comparison

This table compares your average natural gas usage for this year against last year's usage. Measured in Dekatherms (DTH) per day and dollars spent per day.

4. Usage History

This chart shows your monthly natural gas usage for the last 13 months.



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.



Customer Name Account: 0123456789

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Thank you for your patronage. Your prompt payment assists us in providing our customers with high-quality natural gas service.

Residential Gas Service
Service Agreement: 0987654321

Comparison	Last Year	This Year
Decatherms/Day	0.38	0.37
Dollars/Day	\$4.23	\$5.10

DTH Usage History

1 Account Summary as of 02/03/2023

Previous Balance Due - 01/27/23	154.39
Payments Received - 01/27/23	-154.39
Current Charges - Gas Service	142.74
Current Charges - GreenTherm Program	5.00
*** AUTO PAY CUSTOMER ***	

Service Address: 123 S Main St, City, UT 12345-1234

7 Service from 1/6/2023 - 2/2/2023

Rate - GS

Charge for Gas Used(Avg cost per DTH \$ (11.77019))	122.41
Basic Service Fee Total	6.75
Utah Sales Tax (4.4%)	5.68
Municipal Energy Tax (6%)	7.75
Energy Assistance	0.15
Current Gas Billing	142.74

Meter ID	Current Meter Read		Previous Meter Read		Days	Dial Difference	Volume Multiplier	Billed DTH
	Date	Reading	Date	Reading				
87654321	2/2/2023	2720	1/5/2023	2611	28	109 CCF	0.094978	10.4

5 GreenTherm Program
Service Agreement: 5678901234

9 Closing Bill
Rate - GreenTherm
Current GreenTherm Charge (1 Blocks x \$5.00) 5.00

5. Meter Data Table

This table shows data from your meter (such as Current Meter Read and Previous Meter Read) that is used to determine your natural gas usage for the current month.

6. Billed DTH

Billed DTH (Dekatherms) is determined by multiplying the Dial Difference (which is the difference between your Current Meter Read and Previous Meter Read) by the Volume Multiplier.

7. Service Charges, Taxes and Fees

This section lists the charges that make up your bill.

8. Charge for Gas Used

This cost is determined by multiplying Billed DTH (6) by the average cost per DTH (which varies according to the current price of natural gas).

Your bill is calculated using an average cost because we apply what is called a Weather Normalization Adjustment (WNA) to the approved cost per DTH. When WNA is applied to a bill, it more accurately reflects the cost of providing service. You also can be confident you won't pay more than necessary.

9. Current Gas Billing

The total of all service charges, taxes and fees (7) for the current month. This sum is factored into the Account Summary (1) to calculate Total Amount Due Upon Receipt (2).