

Customer Connection

August 2026

Utah | Idaho

Understanding weather normalization adjustment

Part of the Enbridge Gas billing calculation includes a weather normalization adjustment (WNA).



Enbridge Gas rates are based on an expectation of “normal” weather defined as the average daily temperatures over a 15-year period. During colder-than-normal periods, customers typically use more natural gas to heat their homes and may pay more for their service than rates are designed to recover. On the other hand, when the weather is warmer than normal, customers may not pay enough to cover the cost of providing service.

The WNA slightly offsets the effects of unusually cold or warm weather by adjusting bills up or down during these conditions. The impact on most residential bills is only a few dollars. The result is that bills more closely reflect the appropriate amount for the service received. Bills will still go up when it is colder than normal and down when it is warmer than normal, but not by as much as if the WNA were not in effect.

For example, in January, the coldest month of the year, the typical Utah residential customer pays \$126.42 if the weather is normal. If the weather is 10 percent colder than normal, the typical bill would be \$136.91. However, with the WNA, the bill would be \$132.20. On the other hand, if the weather is 10 percent warmer than normal, the typical bill would be \$115.92, but under the WNA it would be \$120.64. The difference is about \$4.71 in both scenarios.

Last year, the WNA was used to determine more than 99 percent of all customer bills. With the WNA, your bills more accurately reflect the cost of providing service. You also can be confident you won't pay more than necessary. If you do not want the WNA used on your account during the upcoming year, contact Enbridge Gas before Oct. 31. However, please be aware that if you discontinue the WNA on your account, it cannot be reinstated until next summer.

Go paperless and make monthly bills more predictable

Looking for an easier way to manage your energy bills? eBill and Budget Billing work together to help you stay organized with digital bill notifications and more predictable monthly payments, making it easier to plan your household budget.

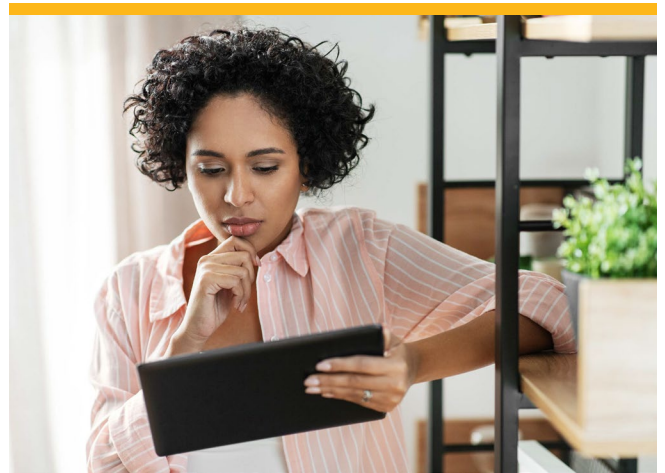
Sign up for ebill in a few easy steps

With eBill, you'll receive an email when your bill is ready instead of waiting for a paper copy in the mail **Sign up for ebill in a few easy steps. Visit enbridgegas.com to sign up today.**

Switch to budget billing to help you plan ahead

Budget billing spreads your estimated annual charges over 12 equal monthly payments, helping you avoid seasonal fluctuations and making household budgeting easier.

Enroll today.



Protect yourself from scams

Scammers may contact customers by phone, email, or text claiming to represent Enbridge Gas and requesting immediate payment. Some scammers can even make it appear that the call is coming from an Enbridge Gas phone number. Remember, Enbridge Gas will never call to demand payment. If you receive a suspicious request, do not share personal or financial information. Instead, log in to your online account or contact Enbridge Gas directly at **800-323-5517** to verify your account status.



How to identify an Enbridge Gas representative

When an Enbridge Gas representative comes to your home or business, they will be carrying an official identification badge. This badge includes the representative's photo, name and the Enbridge Gas name. If someone claiming to be an Enbridge Gas representative comes to your home, please feel free to ask to see their badge. If the person claiming to represent us does not have a badge, **DO NOT** allow them to enter your home, and immediately report the incident to the local police. If the person does have a badge but you still have doubts, please call us at **800-323-5517**. A customer service representative can determine if any work is scheduled at your address.

Tips to avoid hot-water burns

It only takes a second for a small child to turn on the hot water and get burned. Here are some tips to help prevent hot-water burns:



- Set your water heater at 120 F. This temperature will help prevent accidental scalding and conserve energy.
- Don't leave children alone when using hot water in the sink and bathtub.
- Fill bathtubs with cold water first, then add hot water.
- Check the water temperature with a wrist or elbow.
- Mix the water to make sure there are no hot spots.

Properly caring for your gas meter

It's important to have a licensed heating and plumbing professional check your natural gas appliances once a year. Here's a safety check for your meter you can do year round. To prevent corrosion and ensure the meter's shut-off valve is accessible to you, emergency responders and Enbridge Gas:

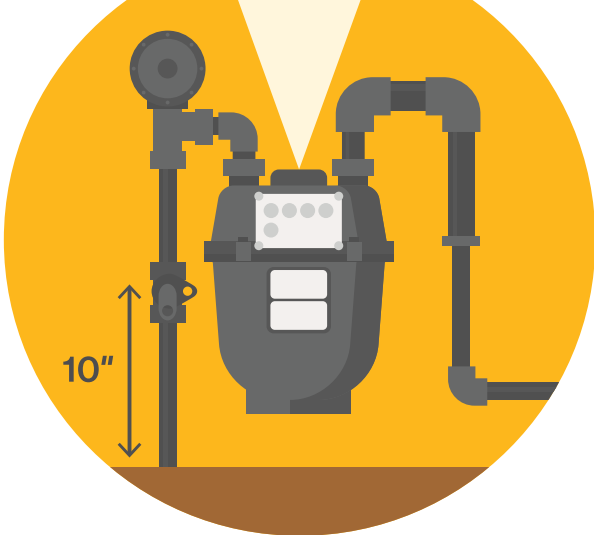
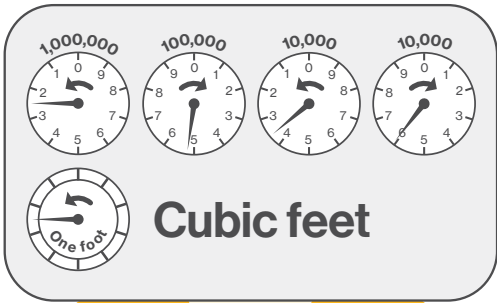


- Keep your meter clear of vegetation, fences, etc.
- Keep the dirt around your meter at least 10 inches below the shut-off valve.
- Don't leave bicycles, wheelbarrows or other metal objects leaning against meters.

Report meter damage or gas leaks immediately to Enbridge Gas by calling **800-767-1689**. Visit **enbridgegas.com** for more safety information.

How to read your gas 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 so we can check it for you.



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