



# Welcome

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Dominion Energy  
North Carolina Gas  
is now **Enbridge Gas**





## Welcome

Thank you for giving us the opportunity to serve you.

It is a privilege to have you as a new customer and we are committed to providing you with the many comforts, conveniences, and reliability that natural gas offers.

Whether you are enjoying the comfort of a warm home in the winter, a hot shower in the morning or precision cooking in the kitchen, our goal is to make your life a little easier.

Dominion Energy North Carolina Gas is now **Enbridge Gas**.

**Enbridge Gas is owned by Enbridge Inc., a Canadian-based energy leader.** The Enbridge Gas Distribution and Storage business unit is made up of five utilities who provide natural gas to seven million customers in the U.S. and Canada, and which now includes North Carolina. Enbridge Gas has been delivering natural gas for over 175 years and we take pride in extending that same dedication and reliable service to you now.

### How will this transition impact you?

For the time being, you will see both company names. You will continue to use the [dominionenergy.com/north-carolina-gas](https://www.dominionenergy.com/north-carolina-gas) website and mobile app to manage your online account.

We will provide advance notice before changes are made to bills, the mobile app, the website, and payment details.

In the meantime, we hope you enjoy the comforts that can only come with natural gas!

Thank you again for becoming an **Enbridge Gas** customer!

# Natural gas service

Enbridge Gas is regulated by the North Carolina Utilities Commission. This means the Commission and its staff oversee all aspects of our natural gas operations, including our rates, which are designed to allow us to recover costs prudently incurred for providing service while giving us the opportunity to earn a fair and reasonable return on our investment.

**Residential service rate 101.** Customers use natural gas for a variety of purposes in their homes because of its reliability and efficiency. Rate 101 is our residential service rate plan – it has a winter energy charge and a summer energy charge.

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**High efficiency residential service rate 102.** This discounted rate is available to residential customers who qualify for service on Rate 101 and whose homes meet the U.S. Department of Energy and U.S. Environmental Protection Agency's ENERGY STAR® for Homes qualification standards. Qualifying customers pay less per therm than under otherwise applicable Rate 101.

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**Customer usage tracker.** The North Carolina Utilities Commission approved a customer usage tracker mechanism, that allows Enbridge Gas to recover its approved margin independent of residential and commercial customer usage patterns. It protects residential and commercial customers from the potential over-recovery of margin by our company and protects our company from potential under-recovery of margin. The customer usage tracker mechanism tracks margin recovery on a monthly basis and makes semi-annual adjustments to usage rates to refund or recover differences from the Commission-approved margin level.

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**Service reconnection.** Some customers use natural gas solely for heating. Remember, the average cost to run a pilot light during the nonheating season is typically lower than the cost to have your service reconnected. If you choose to have your service disconnected each spring, please make your request to have your service reconnected early to avoid delays. We always try to respond within 48 hours, however, we may be unable to meet the 48-hour time frame during the fall when demand for service is high.

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**Pilot lighting services.** We will be happy to turn on or turn off the pilot lights for the following appliances: water heaters, space heaters, hanging heaters, wall furnaces, appliances sold/installed by Enbridge Gas after 1/1/2020.



## Managing your account

When it comes to your energy bill, the choice is yours – how you receive it, how you pay it and even when you pay it.



### Your account

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**Online at DominionEnergy.com.** Online services give you access to your Enbridge Gas account at anytime, anywhere with no hold times or phone menu options. You can start, stop, or transfer your service, review, and analyze your usage, pay your bill, set up your payment preferences and even connect with us online at your convenience.

**Dominion Energy app.** The Dominion Energy App gives you instant access to your energy account, payment options on the go and timely notifications.

**Monthly energy use.** You can check your energy usage easily, review the details of your bill and compare your monthly usage over time to find ways to save more energy and lower your energy expenses.



## Payment options

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**Online or with the app.** Sign up for eBill, our paperless billing option, and use your checking or savings account to make a one-time payment or set up automatic monthly payments.

**By phone.** Using Paymentus, you can pay your bill over the phone quickly and easily 24 hours a day using your Visa, MasterCard, American Express, Discover, ATM debit card or with an electronic check. Call 1-800-450-9159 to make payment. Paymentus assesses a fee for this service.

**By mail.** Payment by check or money order can be mailed to Enbridge Gas at PO Box 25715, Richmond, VA 23260.

**In person.** Pay your bill in person at any authorized payment locations including Walmart. A current list of authorized payment locations is available on [DominionEnergy.com](http://DominionEnergy.com).



## Additional payment options

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**Automatic monthly payments.** Create a recurring automatic monthly draft payment online from your checking or savings account or from your debit/credit card (AutoPay). There's no fee to make an online payment and payments post to your account in time for the due date.

**Budget billing.** Pay the same amount every month while still being able to track your actual energy use vs. your budget billing amount. If your usage is over or under, adjustments to the payment amount may be necessary and you'll be notified.

**Paperless billing.** With eBill, you will receive a notification when your bill is ready to view and can opt to receive a reminder when your bill is due.



To sign up for the payment option that's right for you, go to **[DominionEnergy.com](http://DominionEnergy.com)** or call our Customer Contact Center at **1-877-776-2427**.

## Sustainability programs

**ThermWise®** is a suite of programs that help customers reduce their use of natural gas by using energy-efficient appliances and practices. These programs often offer rebates to offset the initial cost of efficiency upgrades and is open to all residential and General Service business Enbridge Gas customers. Visit **[DominionEnergy.com/ThermWise](https://www.dominionenergy.com/ThermWise)** to learn more.

**GreenTherm<sup>SM</sup>** is a voluntary program that offsets carbon emissions from natural gas use in customers' homes and businesses. The program works by supporting projects in North Carolina, and in neighboring states, that reduce greenhouse gas emissions. Visit **[DominionEnergy.com/GreenTherm](https://www.dominionenergy.com/GreenTherm)** to learn more.

### Safety tips

The safety of our customers is our top priority. For your safety, we recommend you follow the guidelines listed below.

- Use your gas appliances according to manufacturers' installation instructions and operating directions.
- Appliance installation, service, repair and disconnection should always be handled by Enbridge Gas or a licensed gas heating or plumbing contractor.
- Before moving an appliance, make sure the gas supply is turned off.
- Make sure all vents and chimneys are free of blockage.
- Use an appliance only for the purpose for which it is designed.
- Make certain each gas appliance has an adequate supply of air, especially those located in an enclosed space such as a closet or utility room.
- Have your gas appliances inspected regularly by a licensed gas heating or plumbing contractor.

For additional gas safety tips, visit:  
**[DominionEnergy.com/safety](https://www.dominionenergy.com/safety)**





## Call before you dig. It's the law!

North Carolina state law requires you to notify your utilities in advance of starting a digging project. All you have to do is call **North Carolina 811** or **1-800-632-4949**.



**Know what's below.  
Call before you dig.**

At no charge, North Carolina 811 notifies all member utilities, including Enbridge Gas, who have three full working days beginning at 12:01 a.m. of the next business day to mark their underground facilities. We'll send a representative to mark the location of our company's underground natural gas lines so they can be avoided.

Some common examples of excavation projects include installation of a septic tank, swimming pool, fence, water well, sprinkler system, basketball goal post, mailbox post and tree and shrub planting.

Remember, calling before you dig doesn't cost a thing, but not calling could result in property damage or serious injury.

### **What to do if you smell gas**

Natural gas is one of the cleanest and safest energy sources available, but there is a chance that a leak may occur in rare instances. Warning signs include an odor that smells like rotten eggs or unusual noises coming from your gas equipment. If you notice either of these signs, the safest course of action is to leave your home at once and call us at **1-877-776-2427**.

**To avoid the possibility of igniting any gas that might be present, do not turn on or off any electrical appliance.**

## Notice

Inspection and maintenance of customer-owned buried natural gas lines.

Enbridge Gas is committed to providing natural gas to you in a safe, reliable manner. We maintain all our lines in accordance with the U.S.

Department of Transportation Pipeline Safety regulations (in accordance with 49 CFR 192.16). Our responsibility to maintain natural gas lines ends at our gas meter. We do not maintain any natural gas lines beyond the meter. The inspection and upkeep of these customer-owned lines are the customer's responsibility.

We are directed by federal law to notify all customers of the following:

1. Customer-owned BURIED natural gas piping, such as pipes that deliver natural gas to outdoor grills, heated pools, exterior lights, or patio heaters, should be periodically inspected for leaks. If the pipes are metal, they should also be periodically inspected for corrosion.
2. Any unsafe conditions which are found should be repaired.
3. When digging near BURIED gas piping, the piping should be located in advance, and the digging should be done by hand. You may contact a certified plumber or heating contractor in your area to assist you in locating and inspecting your BURIED gas piping. If you have questions, you may contact us at **1-877-776-2427**.

**To locate BURIED lines on Enbridge Gas' side of the meter, state law requires you to call 811, at no cost, to have your lines located at least three full working days before you begin any excavation work.**

## Reference

**Customer Support: 1-877-776-2427**

**DominionEnergy.com**

- Automated system available 24 x 7; Customer Service Representatives are available Monday through Friday, 7 a.m. – 6 p.m.
- Report gas emergencies.
- Review your account information.
- Discuss billing options.
- Find out about home appliances and repair plans.



# Bill of rights

The North Carolina Utilities Commission has prepared this statement and is making it available to you. The Commission wants customers of natural gas companies to know their rights and whom to contact for help when they have questions or problems. This statement is prepared for residential customers of natural gas companies regulated by the North Carolina Utilities Commission.

## Be an informed customer. Know your rights.

1. As a general rule, you have the right to establish natural gas service if you satisfactorily establish your credit, provide the gas company with necessary and reasonable access to your property, and there is already natural gas service in your area. If there are no natural gas mains near your home, you may or may not have the right to have mains extended to serve you. If mains are extended to serve you, you may be required to pay part of the cost of the extension. If you have a question about your right to natural gas service, you should contact the gas company serving your part of the state.
2. You have the right to establish your credit in any one of five ways:
  - a. you may show that you own land within the county (however, if you are an unsatisfactory credit risk, you cannot establish your credit in this way and you must establish your credit in one of the other four ways);
  - b. you may provide acceptable credit references;
  - c. you may show that you have been a residential customer of the same gas company within the last 24 months and established a good payment record over the last 12 months that service was provided;
  - d. you may provide a satisfactory person to guarantee payment of your bills up to a certain amount if you do not pay them; or
  - e. you may make a cash deposit with the company. You have the right to have all means of establishing credit explained to you by the gas company's personnel. If you have a problem establishing credit with the company, you have the right to seek help from the Consumer Services Division of the Public Staff and the right to review by the Commission, as explained in paragraphs 13 and 14 following.
3. If you make a cash deposit with the gas company in order to establish your credit, you have the right to have the deposit returned to you (plus interest at 8% if the deposit is held more than 90 days) if you later

establish your credit by other means, pay your bills promptly for a year, or if you discontinue service with the gas company.

4. After the billing date shown on your gas bill, you have the right to 25 days to pay the bill before it will be considered past due.
5. You have the right to be given written notice at least 10 days before your gas service can be cut off for your failure to pay your gas bills. This notice must explain the reason why the gas company plans to cut off the service, state the date on which the company proposes to cut off service, and explain what you can do to keep the service from being cut off.
6. You have the right to name someone else to receive a copy of any cut-off notice sent to you. This other person may be able to help you avoid having your gas service cut off, but they are not obligated to pay your bills for you.
7. You have the right to notify the gas company if there is someone in your household who is either chronically or seriously ill, disabled or on a life-support system and, in that case, you have the right to careful handling of your account should service become subject to being cut off for your failure to pay your gas bills.
8. If the gas company plans to cut off your gas service because you have not paid your gas bills and if you can show that you are unable to pay your account in full at once, you have the right to make installment payments designed to pay your account in full within six months. If you cannot pay your account by installments, the company cannot cut off your service during the winter (between November 1 and March 31) without approval of the Utilities Commission, if there is someone elderly (65 years of age or older) or disabled in your household and if you are eligible to receive energy assistance from the local social services department.
9. As a general rule, the company cannot cut off your gas service after 4 p.m. on a Friday or on a weekend or a holiday. Whenever the gas company plans to cut off your service, you have the right to seek help from the Consumer Services Division of the Public Staff and, if they cannot help, you have the right to file a complaint with the Utilities Commission.
10. If you suspect a malfunction, you have the right to have the gas company test your gas meter for accuracy once during an 18-month period, without charge, and to have a report of the test results given to you.
11. You have the right to have the gas company help you in selecting the most economical rate schedule, inform you as to how your gas meter is read and furnish additional reasonable information.

12. You have the right to have any questions or complaints considered by your gas company. The company may not agree with you, but you have the right to prompt and courteous treatment by the company.
13. If you need help with a complaint against your gas company that you cannot resolve by dealing with the company on your own, you have the right to call on the Consumer Services Division of the Public Staff. The Public Staff is a state agency created to investigate complaints affecting the using and consuming public and to represent the public in proceedings before the Utilities Commission. The Consumer Services Division of the Public Staff will work with you and the company in an effort to resolve your complaint informally. The Consumer Services Division office is in Raleigh, and its telephone number is (866) 380-9816.
14. If you cannot resolve your complaint by working with the gas company or with the Consumer Services Division of the Public Staff, you have the right to file a formal complaint against the company with the Utilities Commission. You do not need a lawyer to do this. To file a formal complaint, you should send out in writing your name and address, the name of the gas company, a clear and concise statement of your complaint, and what you want the Utilities Commission to do about your complaint. The complaint should be mailed to the North Carolina Utilities Commission, 4325 Mail Service Center, Raleigh, NC 27699-4325. The Commission will send a copy of your complaint to the gas company. The company will either satisfy your complaint or file an answer with the Utilities Commission. If the company does not satisfy your complaint and if you want a hearing, the Commission will schedule a public hearing, unless it determines that no reasonable ground exists for a hearing. At the hearing, both you and the company can present testimony. The Public Staff may provide a lawyer to help you present your testimony. After hearing the testimony, the Commission will make a decision and enter an order dealing with your complaint.

This statement gives you a summary of as a residential customer of a natural gas company regulated by the Utilities Commission. More detailed provisions are set out in the law, Commission rules and the tariffs of the companies. The Utilities Commission wants to inform you of as a consumer and wants you to understand the responsibilities of the natural gas companies and to call upon the Public Staff or the Utilities Commission for help.

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**Enbridge Gas** is committed to bringing you safe, reliable, cost-effective energy solutions to enhance the quality of your life. We have been a part of your community for nearly a century. As your neighbor, we care about you and will continue striving to satisfy your needs quickly, fairly – and safely.

At Enbridge Gas, we value the trust you place in us when you provide us with your personal information. We take your privacy seriously and are committed to protecting it.

If you would like to request a mailed copy, please contact **803-217-4410**. To learn more, please visit: **[DominionEnergy.com/privacy](https://www.DominionEnergy.com/privacy)**.

**Smart.  
Fast.  
Easy.  
Secure.**

Manage your account with the Dominion Energy app.

Download it today!



Enbridge Gas appliance sales, installation, maintenance and repair programs are not a part of the regulated services offered by Enbridge Gas and are not in any way sanctioned by the North Carolina Utilities Commission.