

Know Your Rights and Responsibilities as a Customer

At Dominion Energy, our goal is to provide safe, reliable service at a low price while treating our customers with respect and helping them in ways that mean the most to them. But much of our success depends on you. Here are a few ways we can work together to ensure your natural gas service is the best it can be:

You can expect Dominion Energy to:

- Provide natural gas service to all qualified applicants;
- Provide information about financial programs that help low-income customers pay bills;
- Provide payment arrangements to help customers with financial emergencies;
- Let customers pay security deposits, if required, in three equal installments;
- Follow a consistent set of procedures before disconnecting service;
- Offer winter shut-off protection service to qualified customers; and
- Continue service for a reasonable time when a physician's statement specifies that a medical emergency exists.

In turn, Dominion Energy expects you to:

- Safely use services and pay for them on time each month;
- Call us about problems with safety or customer service;
- Call us when there are billing errors or other problems;
- Develop a payment plan with us when payment problems are anticipated;
- Notify us if you move to another residence;
- Notify us about terminating service or changing service to another name;
- Keep meters free of snow and ice and protect them from potential damage; and
- Provide access to the meter on your property.

By working together, we can maintain the high standard of service you have come to expect. Don't hesitate to let us know if you have a problem with your bill or service. You can contact us at **800-323-5517** or visit **DominionEnergy.com**. If it's not resolved to your satisfaction, you have the right to contact the Utah Division of Public Utilities at 801-530-7622 or 800-874-0904 to request a review.

Rights-of-Way and Easements

If our pipelines run through a right-of-way or easement on or adjacent to your property, there are some specific guidelines you must follow. Please remember that certain improvements and landscaping are prohibited in the right-of-way. For example, deep-rooted trees and shrubs are not permitted within a right-of-way. Structures and retaining walls are also prohibited in the right-of-way. Grasses, low-growing plants, shrubs and gardens may be planted within the right-of-way. Watch for our pipeline markers as you plan your landscaping and outdoor structures, and as a reminder, always call 811 before you dig or excavate, regardless of the size of your project.

Putting Our Energy to Work

At Dominion Energy, we're dedicated to providing safe, reliable energy to our customers, but we also provide a little bit more. Through the Dominion Energy Charitable Foundation and other programs, we contributed nearly \$2.8 million in 2018 to community causes throughout Utah and Wyoming. Plus, last year our employees gave more than 7,000 hours of their time to company-sponsored projects and personal volunteer efforts in Utah and Wyoming. Our volunteers share a special commitment to their communities and to making the most of time and resources. To learn more about how we're putting our energy to work in the communities we serve, visit **DominionEnergy.com/Foundation**.

Customer-Owned Underground Piping

If you are one of the few Dominion Energy customers who owns underground natural gas piping, we remind you to check it for corrosion or other damage.

In almost all cases, our system ends at the meter. The piping beyond the meter to your appliances belongs to you. You are ultimately responsible for periodically maintaining your own piping to prevent hazards that can result from corrosion and/or leakage.

If you own buried natural gas piping, follow these steps to keep it safe:

- If it is steel, make sure piping is adequately protected against corrosion;
- Have piping inspected periodically for corrosion and checked for leaks; and
- Have piping located, marked and treated with caution while digging nearby.

Repairs should be made as soon as unsafe conditions are found. If you own underground natural gas piping and need to arrange to have it checked or protected against corrosion, call a licensed plumbing or heating contractor.

Saving Energy While You're Away

Heading out of town this summer? Here are a few tips to help you conserve energy in your home and keep some cash in your pocket:

- Reduce water heating thermostats to the "low" or "vacation" setting. Since water heating can account for up to 25 percent of the energy consumed in your home, this is a good place to start cutting energy when you're away.
- Set your programmable thermostat at a temperature that minimizes the operation of space cooling and heating equipment. Better yet, install a smart thermostat you can control with a smart phone. Some models qualify for a \$50 rebate from ThermWise.
- Certain appliances use electricity even when turned off. These include electronics like computers and televisions. Be sure to unplug these energy "vampires" while you're away.
- Draw the window shades to keep your house cool on hot summer days; open them to let the sun in on cold winter days.
- Use a compact fluorescent or LED light on a security timer—and turn off all the other lights.



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.

Are You Prepared to Replace Your Water Heater?

Before your water heater stops working, it's a good idea to have a new model in mind so you can quickly return to comfortably warm showers. Preparing now will help ensure you get the right water heater to meet your needs and could even lower your monthly energy bill. Plus, the model you choose could qualify for a ThermWise rebate.

Recognize the signs of a failing water heater:

- Inconsistent hot water flow and temperature;
- It is 10 years or older;
- Strange noises caused by sediment buildup shifting during temperature changes; and
- Leaking water.

To save more energy and money, a Home Energy Plan can help you learn more about the energy efficiency of your house and appliances. For \$25, one of our home energy experts will thoroughly check your home and energy usage and make recommendations that can result in energy savings for you, including offering a recommendation for a high-efficient water heater that would qualify for a rebate. If you choose to upgrade your insulation, windows or appliances to meet ThermWise program standards, you'll be eligible for rebates and receive your \$25 back as a credit on your gas bill. Call **888-324-3221** Monday through Friday, 8 a.m. to 5 p.m., for more information or to schedule your Home Energy Plan.

