



## Questions and Answers About Residential Service Policies

Providing quality natural gas service is a priority at Dominion Energy. To ensure that all customers are treated fairly, we have established customer-service policies. The following questions and answers summarize some of these policies.

### What is Dominion Energy's payment procedure?

To maintain good credit with Dominion Energy, your bill should be paid by the due date. Bills can be paid for FREE by:

1. sending a check or money order in the mail (for your protection, please do not send cash);
2. having your monthly payment automatically deducted from your checking or savings account through our Auto Pay Plan at no additional cost to you (sign up on [DominionEnergy.com](http://DominionEnergy.com));
3. using an electronic check on [DominionEnergy.com](http://DominionEnergy.com), or online banking to make payments directly from your savings or checking account each month;

Or, for a convenience fee:

4. using a credit card or debit card over the phone or on [DominionEnergy.com](http://DominionEnergy.com), or an electronic check over the phone; or
5. using a pay-station (see list on [DominionEnergy.com](http://DominionEnergy.com)) to pay by check or cash. A \$1 fee applies.

Interest is charged on unpaid gas bills. The rate is 1 percent per month, or 12 percent annually, on the outstanding past-due balance.

### Can payment arrangements be made?

If you're having difficulty paying, or if your gas service has been shut off for nonpayment, you may be eligible for a Deferred Payment Agreement (DPA). A DPA gives you the option of paying your current past-due balance in installments over a 12-month period or less. To initiate a DPA, you must pay the first installment. Then, each month before the past-due date, pay the current bill, the monthly DPA installment and any interest charges. If you miss a payment, service may be shut off unless the full amount of the past-due balance is paid. A verbal or written notice will be issued before service is shut off.

Dominion Energy's Budget Plan may be used in combination with a DPA by dividing your estimated annual bill into equal monthly payments. This makes budgeting easier.

### Is there a connection fee?

Yes. If you move to a residence and the gas is already on, the connection fee is \$8 plus tax. If the gas is off, you have two connection options:

1. For a connection fee of \$15 plus tax, Dominion Energy will activate your account and unlock the meter to allow a qualified person—usually a contractor—to turn on the gas valve and light your appliances.
2. For \$30 plus tax, we will activate your account, unlock and turn on the meter, and check and light your appliances.

### Do I have to pay a security deposit?

In most cases, Dominion Energy does not require a security deposit to initiate residential service. However, deposits are required if the account is delinquent, service has been terminated for nonpayment, service has been obtained fraudulently or without authorization, a customer has filed for bankruptcy, or if valid identification has not been provided. The deposit will be equal to the amount of the highest bill during the prior 12 months at the residence.

If a deposit is required, it can be paid in three consecutive monthly payments. The first payment must be made before service is established. The deposit, together with interest, is refunded to you after the bill has been paid on time for 12 consecutive months. If you discontinue gas service, the deposit plus interest is applied to the account balance, with any excess refunded.

### What is a third-party contact?

An account holder can designate a third party to receive a copy of the past-due bill. In such cases, we will try to personally contact the third party before shutting off service.

The designated third party is not responsible for paying the bill but may be able to help arrange to continue service. Designating a third party may be of special interest to people who want to help elderly family members or friends living alone.

## Learn Ways to Save at the Home Show

Saving money can be as simple as visiting booth #114 at the **Deseret News Home Show** on **Oct. 11 - 13** at the Mountain America Expo Center in Sandy, Utah. You'll learn about rebates on energy-efficient appliances, windows and insulation, as well as easy ways to help make your home more energy efficient. You might even meet Therm, the Dominion Energy Wise Guy.

Bring this coupon and save \$3 off adult admission for up to six people. For more savings, buy tickets online at [DeseretNewsHomeShow.com](http://DeseretNewsHomeShow.com) using the promo code THERMWISE. Discount offers cannot be combined.

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## Need Help Paying Your Gas Bill?

Funds may be available to help income-eligible customers, as well as customers who are elderly or disabled, pay their gas bills. Customers can dial 211 for information about utility-assistance programs such as HEAT (Home Energy Assistance Target), a federally funded utility-assistance program, and REACH (Residential Energy Assistance through Community Help), which is funded by donations from Dominion Energy customers, employees and shareholders.

## Breathe Easier at Home

Therm reminds you to check your furnace filter once a month during the heating season and change it if necessary. Furnaces consume less energy if they "breathe" more easily. Use the arrival of your monthly natural gas bill as a reminder. A clean furnace filter will help you breathe a little easier, too.



**Dominion  
Energy®**

For more information about Dominion Energy, visit [DominionEnergy.com](http://DominionEnergy.com).

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

## Questions and Answers (continued)

### When will gas service be shut off?

Gas service may be shut off if you:

1. request it;
2. fail to pay a required security deposit;
3. let the account become past due and reasonable efforts to obtain payment have failed;
4. do not comply with the terms of a DPA or a Public Service Commission order;
5. furnish false information to obtain service;
6. obtain unauthorized service or tamper with pipes, meters or other company property;
7. fail to provide valid identification when required;
8. are at risk because of an emergency or serious health or safety hazard; or
9. fail to provide access to the company's meter.

A shut-off notice resulting from a delinquent account will be sent at least 10 calendar days before the proposed shut off. A brochure explaining steps that you can take to prevent shut off and possible sources of assistance for customers experiencing financial hardship will be sent prior to the shut-off notice. Our shut-off policy recognizes unusual circumstances. For example, service will not be shut off during a limited period of medical emergency if a physician provides appropriate information to the company. There may be other circumstances under which we will not shut off gas service. For more information, visit [DominionEnergy.com](http://DominionEnergy.com).

### What are a customer's responsibilities when requesting service shut off?

If an account is in your name, you are responsible for arranging shut off and paying the final bill. Dominion Energy is best able to accommodate your moving schedule if you call at least three working days before the date you want service shut off. We will need your account number, the date service is to be shut off, and a forwarding address.

### Can the unit I'm renting be shut off without my knowledge?

When Dominion Energy knows someone other than the occupant of a rental unit is the account holder, we will post a shut-off notice in a prominent place on the premises at least five calendar days before service is shut off.

If service is being terminated because of nonpayment, we will advise tenants they can prevent shut off for an additional 30 days by paying charges due for the prior 30-day period.

### What is the complaint procedure?

If you question the bill amount or have a service problem, call us at 800-323-5517 or contact us through [DominionEnergy.com](http://DominionEnergy.com). Our representatives will be happy to assist you. If we are unable to satisfy your concern, you have the right to file a complaint with the Utah Division of Public Utilities. Utah and Idaho customers may contact the Division at 801-530-7622 or 800-874-0904.