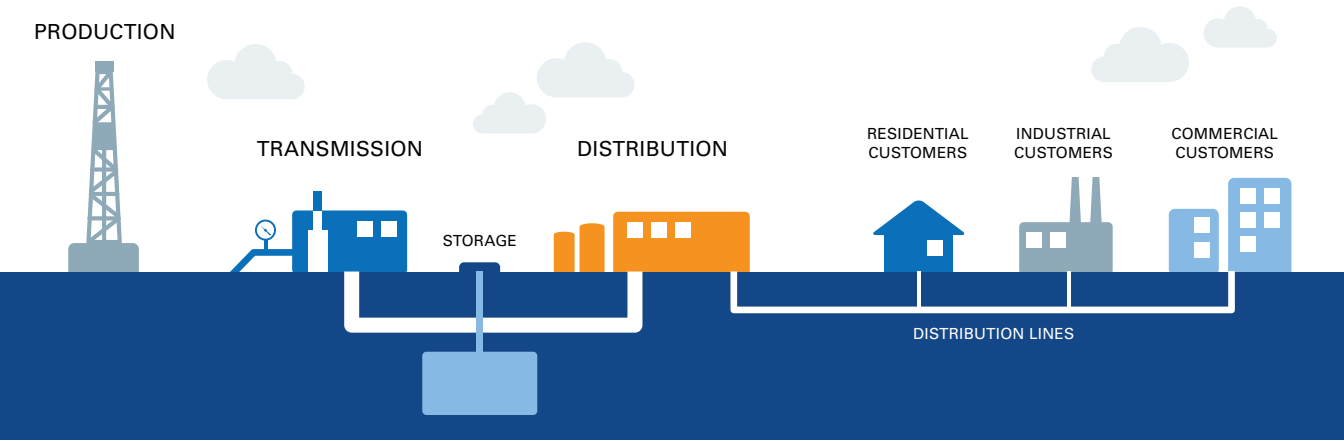


## From Wellhead to Burner Tip: How Natural Gas Gets to You

Natural gas flows from deep inside the earth into wells. From there it enters large pipelines where it is moved along with the help of compressors. Some of the gas is moved into underground storage for later use. After traveling many miles, the natural gas enters Dominion Energy's system and is sent through a network of smaller pipes to homes and businesses.



### Natural Gas Facts

More than 177 million Americans use natural gas to cook their meals, heat their water or warm their homes. But how much do you know about this safe and efficient resource? Here are a few facts:

**Natural gas is naturally odorless.** That unusual smell is a harmless chemical that we add to natural gas to help you detect leaks. We add this rotten egg-like odorant as a safety precaution because natural gas has no odor of its own.

**Natural gas is non-toxic (not poisonous).** If you inhale it, nothing harmful will be absorbed into your blood.

**Natural gas is lighter than air.** If it escapes into the atmosphere, it dissipates rapidly. Heavier-than-air gases like propane and gasoline fumes settle and accumulate near the ground where ignition sources are more common.

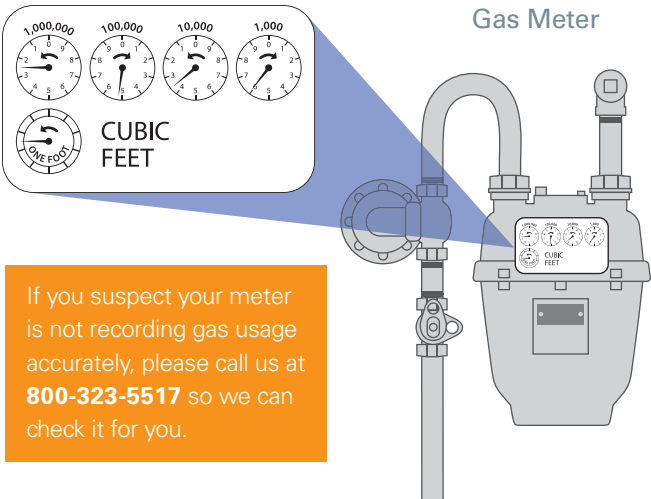
**Natural gas is colorless.** When mixed with the proper amount of air and ignited, invisible natural gas burns with a clean, blue flame. It is one of the cleanest-burning fuels, producing primarily heat, carbon dioxide and water vapor.

**Natural gas burns only when properly mixed with air.** It will only ignite when there is an air-and-gas mixture between 5 and 15 percent natural gas. Any mixture containing less than 5 percent or greater than 15 percent natural gas will not ignite.

### How to Read Your 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.





## Keep Your Meter Clear of Snow and Ice

Your outdoor natural gas meter is designed to work in harsh winter weather. However, heavy accumulations of snow and ice can damage your meter and threaten your safety. As a customer, it is your responsibility to protect your meter from potential damage.

Dominion Energy asks that you follow these basic tips:

- Make sure your meter is free of clutter and other obstructions, especially snow and ice;
- When clearing walks or drives, do not pile snow on or near the meter;
- Keep water from dripping from your roof and freezing on the meter;
- Carefully remove icicles and snow build-up from eaves above the meter and on the meter itself;
- Never kick or strike the meter to loosen built-up ice or snow; and
- Ensure snow and ice aren't blocking exhaust or combustion air vents as this could leave homeowners exposed to deadly carbon monoxide. Your natural gas appliances require air to operate properly.

Following these simple steps will reduce the risk of hazards, including natural gas leaks, and allow us to obtain accurate reads from your meter. Report meter damage or gas leaks immediately to Dominion Energy by calling **800-767-1689**. For more safety information, visit **DominionEnergy.com**.



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.

## See Therm at the Salt Lake Tribune Home + Garden Show

Come meet Therm, the Dominion Energy Wise Guy, and learn more about energy efficiency! The Salt Lake Tribune Home + Garden Show takes place **March 6-8** at the Mountain America Expo Center in Sandy, Utah. Clip and bring this coupon to receive three bucks off your \$12 admission for up to six people. Or, save even more (\$4) by using the promo code **ThermWise** to purchase tickets online at [saltlaketricubehomeshow.com](http://saltlaketricubehomeshow.com). Discount offers may not be combined.



**Dominion Energy**

[ThermWise.com](http://ThermWise.com)

SALT LAKE TRIBUNE  
**HOME  
+GARDEN  
SHOW**

## Have You Scheduled a Home Energy Plan?

For \$25, a Dominion Energy home energy expert will visit your home, conduct a thorough home energy-efficiency analysis then offer helpful suggestions. Follow through on any of the rebate-qualified recommendations and you'll get the \$25 charge back as a credit on your gas bill. To schedule an appointment, call **888-324-3221** Monday through Friday, 8 a.m. to 5 p.m. If you're more of a do-it-yourselfer, visit **ThermWise.com** for a Mail-In Home Energy Plan form you can fill out at home.

## How Dominion Energy Gives Back

In 2019, Dominion Energy and the Dominion Energy Charitable Foundation invested more than \$48 million in the communities we serve in four focus areas:

- **Human needs** grants that support increased food security, housing and shelter, and access to basic medical and health care.
- **Environmental stewardship** grants to protect natural resources and help nonprofit organizations make efficient use of energy.
- **Education** grants to develop the capacity of the future workforce, especially in STEM and energy fields.
- **Community vitality** grants to foster an appreciation of diversity, revitalize neighborhoods and ensure a vibrant community life through support of cultural endeavors.

To learn more about how Dominion Energy is putting energy to work for our communities, please visit **[DominionEnergy.com/Foundation](http://DominionEnergy.com/Foundation)**.