

## Understanding Weather Normalization Adjustment

Part of Dominion Energy's billing calculation includes something called a Weather Normalization Adjustment (WNA).

Dominion Energy's rates are based on an expectation of "normal" weather — defined as the average daily temperatures over a 30-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 colder- or warmer-than-normal 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 \$116.49 if the weather is normal. If the weather is 10 percent colder than normal, the typical bill would be \$126.14. However, with the WNA, the bill would be \$122.28. On the other hand, if the weather is 10 percent warmer than normal, the typical bill would be \$106.84, but under the WNA it would be \$110.69. The difference is about \$3.85 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 Dominion Energy before Oct. 31. However, please be aware that if you discontinue the WNA on your account, it cannot be reinstated until next summer.

## 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.

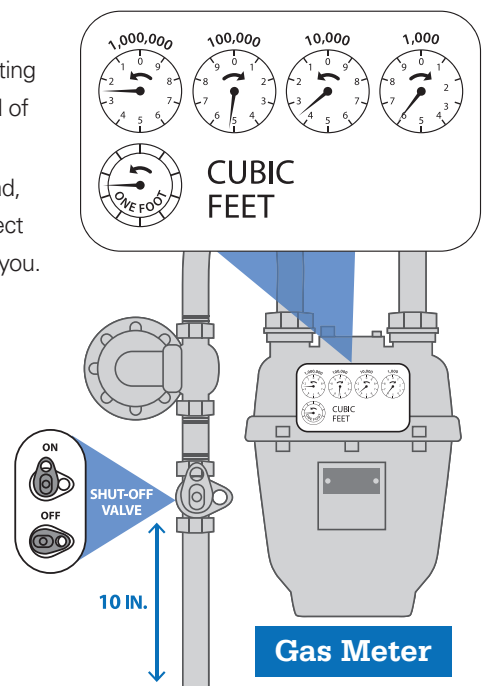
To determine the amount of gas you have used since the last time your meter was read, we subtract the previous month's meter reading from the current reading. If you suspect your meter is not recording gas usage accurately, please call us so we can check it for you.

## 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; however, 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 Dominion Energy:

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

Report meter damage or gas leaks immediately to Dominion Energy by calling **800-767-1689**. For more safety information, visit **DominionEnergy.com**.



## 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 degrees Fahrenheit. 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; and
- Mix the water to make sure there are no hot spots.

## Don't Get Scammed

Be aware of scammers who call and claim to be collecting on your bill and ask for an online or over-the-phone payment. Some of these requests can sound and look real. Here are some tips on how to avoid these scams:

- If you pay your bills on time, be suspicious of any call or email regarding your account;
- Never provide personal or financial information to someone who calls and asks for it; and
- Call us at **800-323-5517** to verify the status of your account.

## Prepare Your Home for Colder Weather

It's important to prep your home for the winter season, and Dominion Energy can help. A customized Home Energy Plan could help you identify ways to improve the efficiency of your home and lower your gas bill when the weather turns cold.

Under normal circumstances, a home-energy expert would visit your home for \$25 to conduct an energy assessment. To help ensure the health of our customers and employees, we invite you to take advantage of a virtual Home Energy Plan! One of our experts will video chat with you, ask a series of questions, then go on a virtual tour of your utility room and other parts of your home to collect energy-usage data. Afterward, you will receive a detailed, customized report via email outlining ways you can save energy. Plus, if you follow through with any of the rebate-qualified recommendations in your plan, you can get the \$25 back as a credit on your gas bill. To schedule your Home Energy Plan, call **888-324-3221**, Monday through Friday, 8 a.m. to 5 p.m.



## How to Identify a Dominion Energy Representative

When a Dominion Energy representative comes to your home or business, he or she will be carrying an official identification badge. This badge includes the representative's photo, name and Dominion Energy's name.

If someone claiming to be a Dominion Energy representative comes to your home, please feel free to ask to see his or her badge. If the person claiming to represent us does not have a badge, DO NOT allow that person 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.



## Go Paperless with eBill

If you'd like less clutter in your life, consider going paperless with eBill from Dominion Energy. With eBill, you'll receive a monthly email letting you know your natural gas bill is ready to view. Visit [DominionEnergy.com](http://DominionEnergy.com) or call **800-323-5517** to sign up for eBill and learn about convenient ways you can pay your bill.



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.