



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.

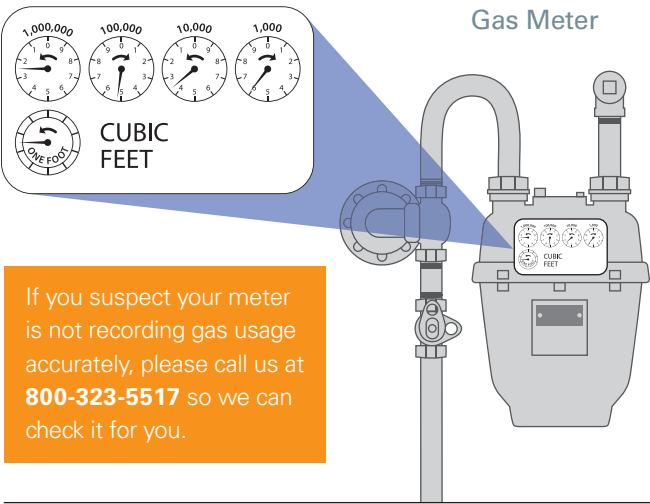
Natural gas is colorless. When mixed with the proper amount of air and ignited, invisible natural gas burns with a clean, blue flame. It is one of the cleanest-burning fuels, producing primarily heat, carbon dioxide and water vapor.

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

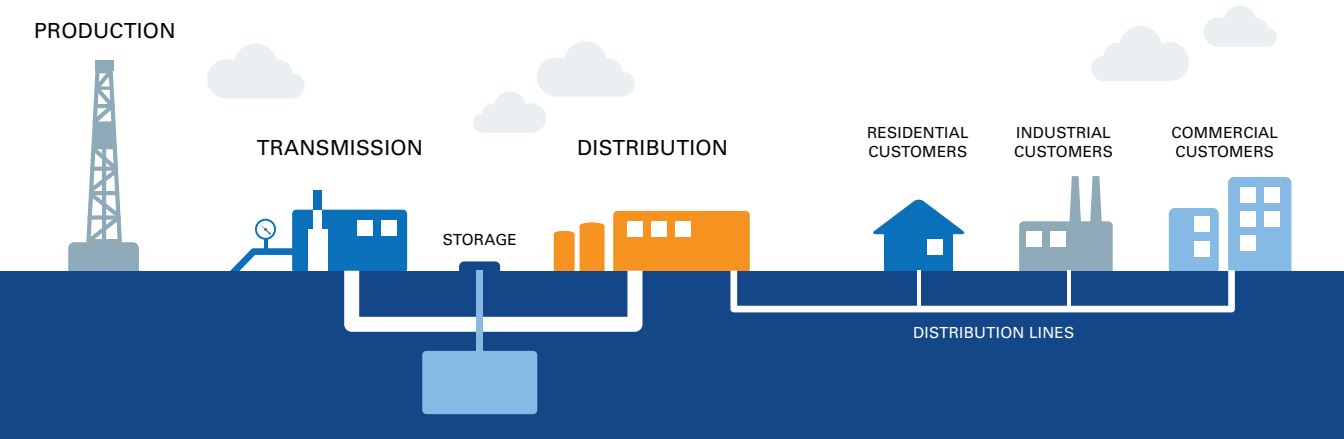
To read your gas meter, use only the four larger dials (the smaller dials are used for testing purposes only). Starting on the left-hand side, write down the lowest number the hand of each dial has passed. For example, the dials shown here indicated 2, 5, 3 and 6.

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.



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.



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.

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 roof 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 vents or combustion air ducts as this could leave occupants exposed to deadly carbon monoxide. Your natural gas appliances, including your furnace, fireplace, water heater and clothes dryer, require good ventilation 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](https://www.dominionenergy.com).

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

How Dominion Energy Gives Back

Dominion Energy and the Dominion Energy Charitable Foundation invest 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](https://www.dominionenergy.com/foundation)**.

Get a Virtual Home Energy Plan

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.

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, please call **888-324-3221**, Monday through Friday, 8 a.m. to 5 p.m.

