

# Customer Connection

April 2021











## Remember to Call 811 Before You Dig

April is National Safe Digging Month and Dominion Energy reminds you to be safe as you prepare to take on outdoor projects this spring. If you plan to dig holes or trenches in your yard, you should call “811” at least two business days before you dig, grade or excavate. This number will connect you with your local line-location center. Your completed call notifies each participating utility to send a representative to mark its line locations for free. After calling, wait the required two full business days to be sure all lines are marked and you understand where you can dig.

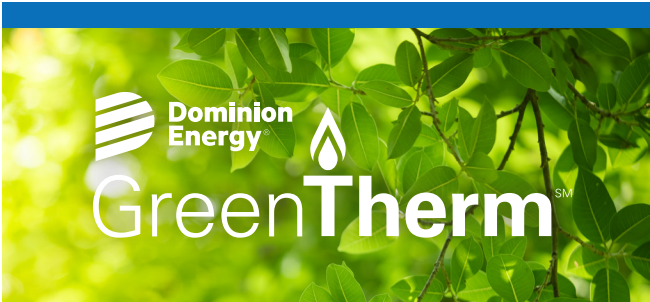
Third-party digging is a leading cause of pipeline damage. Knowing where buried lines are located may protect you from injuries and repair costs caused by accidentally hitting a gas, electric, cable, telephone, fiber-optic or other buried line. And, it’s the law.

### Color Code

-  **White** – Proposed excavation
-  **Pink** – Temporary survey markings
-  **Red** – Electric power lines, cables, conduit or lighting cables
-  **Yellow** – Gas, oil, steam, petroleum or gaseous material
-  **Orange** – Communication, alarm/signal lines, cables or conduit
-  **Blue** – Potable water
-  **Purple** – Reclaimed water, irrigation or slurry lines
-  **Green** – Sewer or drain lines

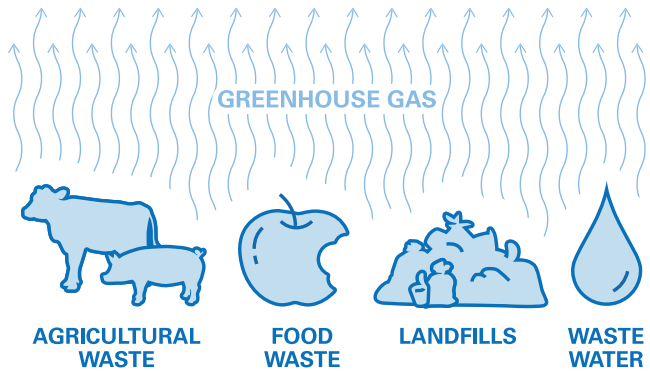


**Know what's below.  
Call before you dig.**



## Support Renewable Energy with GreenTherm

Dominion Energy’s new GreenTherm renewable natural gas (RNG) program provides an easy and convenient way for customers to support the development of renewable energy. RNG is pipeline-quality gas produced from existing waste streams and a variety of renewable and sustainable biomass sources. Sources may include waste water, landfills, agricultural waste or food waste.



Through GreenTherm, natural gas customers in Utah and Idaho can elect to have a number of blocks, at \$5 each, added as a surcharge to their monthly gas bill. Dominion Energy then uses these funds to purchase “green attributes” associated with the production of renewable natural gas. Participation in the program is voluntary. Customers who do not participate will not pay more for natural gas service. For more information about RNG and how to participate, visit [DominionEnergy.com/GreenTherm](https://www.dominionenergy.com/GreenTherm).



## Now is a Perfect Time to Go Paperless

Reducing the amount of paper you consume is a great way to celebrate Earth Day (April 22) this month. Or, perhaps your home is ready for some spring cleaning to make those paper piles a little smaller. Either way, consider the convenience of going paper-free with eBill from Dominion Energy. With eBill, you will receive an email notification before your bill is due. Plus, there are several convenient ways to pay your bill online so you can also save an envelope and a stamp. Sign up for eBill on **DominionEnergy.com** or by calling **800-323-5517**.

## Preparing for an Earthquake

Earthquakes are a cause of concern in Dominion Energy's service areas. While no one can accurately predict the damage done by an earthquake, natural gas pipelines have, in most cases, proven remarkably resistant to earthquake-related damage. Most natural gas pipelines are made of high-strength steel or polyethylene plastic. These pipe materials are flexible enough to withstand significant earth movement without sustaining damage. Your preparedness should include an understanding of your natural gas service and how it might be impacted by an earthquake or other major disaster.

### Here are a few tips:

**Secure your water heater.** The most common earthquake damage to natural gas appliances and/or equipment occurs when a full, heavy, unstable water heater falls over, potentially damaging both its natural gas and water lines. Make sure your water heater is secured to the wall or the floor to prevent damage. Doing so will also provide a small reserve of clean water in a disaster.

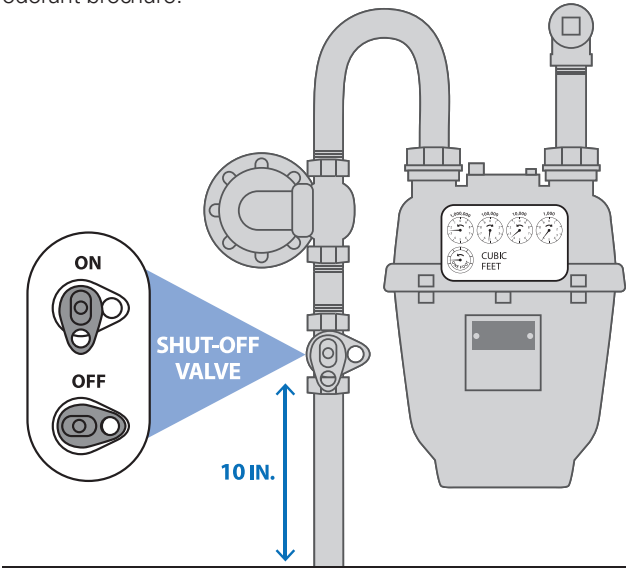
**Store paints, chemicals and solvents away from natural gas appliances.** Don't give these flammable materials an unnecessary chance to ignite.

**Know when and how to turn off your gas meter.** It's a good idea to be familiar with the look and sound of your gas meter under everyday conditions, and to know where the shutoff valve is located. Once you've secured yourself and your family, conduct a quick inspection after any incident involving your home.

### Leave the meter ON unless the following conditions exist:

- You smell natural gas;
- You hear natural gas leaking;
- You see structural damage to your home;
- There's fire in close proximity to your home; or
- Dominion Energy makes the request.

Then, turn the meter off **only if you can do it safely!** The shutoff valve is located next to the meter as shown. Turn the valve a quarter turn in either direction to the "off" position. Once the meter is shut off, it should only be turned back on by Dominion Energy. If you're not familiar with the rotten egg-like odorant added to natural gas, call **800-323-5517** and ask for our odorant brochure.



## Protect Yourself from Scammers

Beware 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:

1. If you pay your bills on time, be suspicious of any call or email regarding your account.
2. Never provide personal or financial information to someone who calls and asks for it.
3. Call us to verify the status of your account.

Scammers may also visit you in person, asking for immediate payment, personal information, or requesting to enter your home. If you are uncertain whether someone claiming to be a Dominion Energy employee actually works for the company, request to see the employee's photo identification card for verification. (All company employees carry a photo ID card.)



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.