



## Natural Gas is Transported and Delivered Safely to You

The American Gas Association estimates 2.5 million miles of underground pipelines deliver natural gas to customers throughout the country. Did you know that according to the U.S. Department of Transportation, pipelines are the safest, most efficient and most reliable means of transporting natural gas? For decades, Dominion Energy has been improving its system and replacing older pipe to ensure safe natural gas delivery to our customers. While the design, construction, integrity, and operation of pipelines are strictly regulated at both the state and federal level, hazards do exist and emergencies can occur. Statistics show the leading cause of pipeline damage, and subsequent safety hazards, is third parties (contractors, property owners, excavators, etc.) hitting pipelines while digging. Read on to learn how you can prevent, recognize and report such hazards.

### Call 811 Before You Dig

If you're planning a project that involves digging in your yard, remember to first call 811 at least two business days before you dig, grade or excavate. The national 811 number will connect you with your local line-location center.



Knowing where lines are buried may protect you from injuries caused by accidentally hitting a gas, electric, cable, telephone, fiber-optic or other line. It can spare you repair costs and it's the law. After receiving your call, each participating utility will mark its line locations for FREE.

### Upgrade to a Smart Thermostat

Have you thought about upgrading to a smart thermostat? ThermWise is offering a \$50 rebate for qualifying models. A smart thermostat will adapt to your family's schedule to more efficiently heat and cool your home. Plus, you can easily make adjustments using your smartphone or tablet to ensure your home's comfortability. Visit **ThermWise.com** for more information.

## Services and Tips for Our Customers

These services and tips may help you breathe easier and improve the quality of your service experience.



### Go paperless with eBill

With eBill, Dominion Energy's paperless billing program, you'll receive a monthly email letting you know your detailed bill is ready to view online.



### Pay your bill online

Paying electronically ensures your payments are received and processed in a timely manner. There are several safe, convenient ways to pay your bill electronically.



### Relax with Auto Pay

Have your monthly payment automatically deducted from your checking or savings account at no additional cost.



### Enroll in a Budget Plan

A Budget Plan divides your estimated annual billing amount into 12 equal payments so your bill is the same every month, helping you avoid seasonal swings.



### Don't fall for 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.



### Be more energy efficient

Visit **ThermWise.com** to learn how to be more energy efficient with energy-saving tips. Small changes can make a big difference when it comes to saving energy.

Visit **DominionEnergy.com** to learn more.

## Tips to Prevent CO Poisoning

Carbon monoxide (CO) comes from many sources such as wood, propane, natural gas, charcoal, gasoline and anything else that burns. High concentrations of CO can be toxic, but you can avoid CO poisoning with simple preventive measures and common sense:

- Have your heating systems serviced by a licensed heating contractor every year. This helps ensure that your system is operating safely and that combustion byproducts vent to the outside.
- Install a battery-operated, Underwriters Laboratory-approved CO monitor on each level of your home. Check or replace the battery when you change the time on your clocks each spring and fall. Installing a CO monitor should never be a substitute for a professional inspection of home-heating and cooking equipment. Owners of boats and recreational vehicles with propane stoves or heaters should also install CO monitors.
- Do not use a generator, charcoal grill, camp stove, or other gasoline- or oil-burning device anywhere inside your home including your basement and garage, or outside near an open window.
- Do not run a car or truck inside a garage attached to your house, even if you leave the garage door open.
- Do not burn anything in a stove or fireplace that is not vented.
- Do not heat your house with a gas oven.

If you are feeling dizzy, light-headed, or nauseated and suspect CO poisoning, seek prompt medical attention by calling your poison control center at 800-222-1222 or dialing 911.

## EFVs Help Protect People and Property

More than a decade ago, we launched a safety initiative to install excess flow valves (EFVs) on new and replacement service lines. An EFV is a small plastic valve that automatically stops the flow of gas if a service line is severed. Today, more than 200,000 customers have an EFV on their natural gas service line. Customers who do not currently have an EFV may request one. The costs for installation are \$2,255 for a .75-inch service line, \$2,489 for 1.25-inch service line, or \$2,601 for a 2-inch service line. Prices are subject to change. For more 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 to Identify an Outside Gas Leak

The following signs may indicate a natural gas pipeline leak or failure:



"Rotten egg" odor\*



Hissing, roaring or blowing sound



Dirt being blown into the air



Water being blown into the air at a pond, river or creek



Continuous bubbling in wet, flooded areas



Fire at or near exposed piping

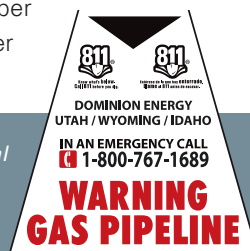


Flames coming from the ground



Dead or brown vegetation in an otherwise moist or green field

From a safe place, see if you can spot a pipeline marker like this and call the emergency number or call 911 to report a leak or other natural gas emergency.



*\*(Note: In its natural state, natural gas is odorless, colorless and nontoxic. Local utilities such as Dominion Energy add an odorant to make leaks easy to smell. However, sometimes the smell of the odorant may be too weak to smell, even though there is a leak. If you suspect a leak for any reason, get to a safe place immediately and call the emergency number or 911.)*

## What Should You Do if You Damage a Gas Line or Come Across a Leaking Line?

If you damage a gas line or discover natural gas escaping from a broken or leaking line, follow these steps:

- Turn off all machinery and vehicles and eliminate other ignition sources such as open flames, electrical switches, and phones.
- Evacuate everyone from the area.
- Do not try to make repairs or operate pipeline valves.
- Do not try to extinguish fires.
- From a safe place, call 911 or other local emergency responders, including Dominion Energy at **800-767-1689**.

**If a line is pulled or jarred or its coating is damaged, follow these steps:**

- Stop work and check for the sound and signs of escaping gas in the area.
- Do not make repairs or backfill until Dominion Energy has inspected the line and repaired any damage. Unrepaired damage to a gas line or coating may cause a failure to occur. Unrepaired damage to a locating wire will cause difficulty in locating a line.

For more information about pipeline safety, call **800-323-5517** for a free brochure.