



A Letter to Our Customers

We’ve taken extraordinary measures at Dominion Energy to ensure the safety of our customers and employees, especially in the face of recent global challenges. Rest assured we will continue providing safe, reliable, affordable and sustainable natural gas service, as well as innovative tools and services to enhance your customer experience.

Keeping Costs Low

As you may know, the market price of natural gas, like the price of many things, has gone up in recent months. The costs of gas that Dominion Energy purchases for our customers are passed on with no markup—in other words, Dominion Energy does not make a profit on the price of the gas we sell to you. Fortunately, our customers won’t be as affected as those in other parts of the country since Dominion Energy produces half of our natural gas supply.

Even so, here are some ways to help you manage your bill:

- **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.
- **Consider a Deferred Payment Agreement.** If you’re having difficulty paying, you may be eligible for a Deferred Payment Agreement (DPA). A DPA gives you the option of paying your current past-due balance in installments over a 12-month period or less.
- **Seek out energy assistance.** Funds are available to help qualified families and individuals pay their utility bills. Visit [DominionEnergy.com](https://www.dominionenergy.com) to learn more about the various energy-assistance programs available to you in your area.
- **Be more energy efficient.** Many customers are staying home for longer-than-normal periods, which can increase energy usage. Visit [ThermWise.com](https://www.thermwise.com) to learn how you can be more energy efficient with our energy-saving tips.

Becoming More Sustainable

Our goal is to become the most sustainable energy company in the country and empower customers to reduce their carbon footprints.

ThermWise can help you learn how to use energy more efficiently and provides rebates for more energy-efficient appliances and home improvements. A ThermWise Home Energy Plan is a great place to start, providing a detailed blueprint for better energy use in your home.

GreenTherm is a new, voluntary program that gives Utah and Idaho customers an opportunity to claim the environmental benefits of renewable natural gas (RNG), which is produced by capturing methane from organic sources, preventing greenhouse gases from entering the atmosphere.

There are some exciting new projects in the works. In coming months, we will launch a **carbon offset program** that allows customers in Utah and Idaho to voluntarily offset the carbon emissions they produce from using natural gas in their home. For around \$5 per month, you can support, via Dominion Energy, projects that reduce or eliminate greenhouse gas emissions, and achieve a “net zero” carbon emissions home.

We’re also currently performing tests with **hydrogen**, a zero-emissions fuel that presents an opportunity to reduce carbon emissions. This project involves blending hydrogen with natural gas in an effort to create a less carbon-intense energy stream for our customers. This innovation could change the future of energy.

Our commitment to you, our customer, remains as strong as ever. As always: Actions Speak Louder.

Sincerely,



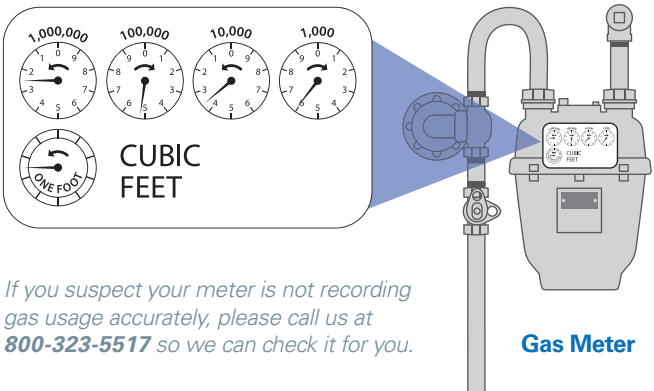
Steven Ridge

Vice President & General Manager
Western Gas Distribution

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.

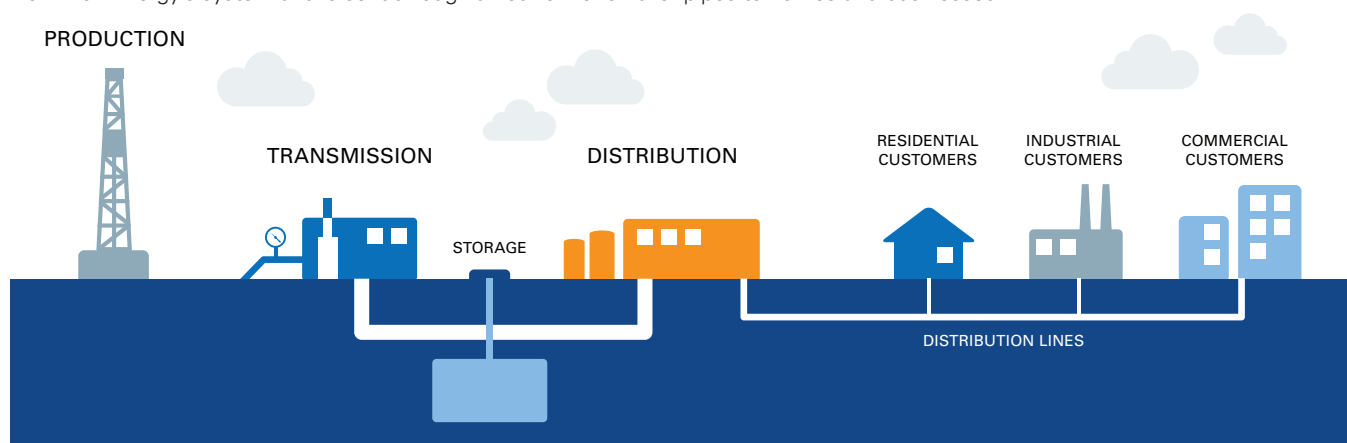
To determine the amount of gas you have used since the last time your meter was read, we subtract the previous month’s meter reading from the current reading.



*If you suspect your meter is not recording gas usage accurately, please call us at **800-323-5517** so we can check it for you.*

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?

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.



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**.

Salt Lake Home + Garden Show

Learn more about energy efficiency **March 11-13** at the **Salt Lake Home + Garden Show**. 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 **saltlakehomeandgardenshow.com**. Discount offers may not be combined.



For more information about Dominion Energy, visit DominionEnergy.com.

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

Switch to a Cleaner-Burning Fuel

Are you using wood to heat your home? The Utah Division of Air Quality may be able to help you pay to convert your appliances, which can help improve air quality and reduce smoke pollutants. Visit **stoves.utah.gov** to see if your home qualifies for the Wood Stove and Fireplace Conversion Assistance Incentive Program.