

Customer Connection

August 2022



CarbonRightSM
YOUR PATH TO NET ZERO

Take Control of Your Carbon Footprint

Through CarbonRight, you can easily offset the carbon emissions associated with using natural gas.

CarbonRight supports projects that reduce greenhouse gas emissions. These projects compensate for emissions from one source, such as your home, by reducing emissions from another source, such as a landfill, so there is no overall increase in carbon emissions.

How emissions are produced and reduced



Everyday activities associated with your home or business produce emissions, such as driving cars, using electricity, and heating air or water.

Carbon emissions can be reduced by capturing emissions produced by landfills and other sources, or proper forest management.

A typical residential customer can **offset their entire natural gas carbon footprint** for just \$5 (added to the monthly bill), achieving net zero carbon emissions.

What is net zero? Achieving net zero carbon emissions means you're removing the same amount of emissions from the air as your home or business is emitting.

Signing up is easy! Choose from these simple options



Log in to your account

— OR —



Complete an online enrollment form

— OR —



Call us at 800-323-5517

Note: Participation is voluntary. Dominion Energy does not profit from CarbonRight.



Go Paperless with eBill

If you'd like less clutter in your life, consider going paperless with eBill! You'll receive a monthly email letting you know your natural gas bill is ready to view. To sign up, download the Dominion Energy app or log in to your account on DominionEnergy.com.

While you're at it, check out convenient ways to pay your bill electronically for faster and more secure processing.



How to Identify a 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.

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.

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 20-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 \$137.56 if the weather is normal. If the weather is 10 percent colder than normal, the typical bill would be \$149.03. However, with the WNA, the bill would be \$145.49. On the other hand, if the weather is 10 percent warmer than normal, the typical bill would be \$126.09, but under the WNA it would be \$129.64. The difference is about \$3.55 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.



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.

Now is the Hot Time to Prepare for Cold

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

To schedule your Home Energy Plan for \$25, call us at **888-324-3221**, Monday through Friday, 8 a.m. to 5 p.m.

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.

How to Read Your Gas 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.

