



## Dear Valued Customer



**Judd Cook**  
Vice President &  
General Manager  
Western Gas Distribution

Energy is essential, and we are always here when you need us. We are dedicated to providing customers with safe, affordable, reliable, and increasingly sustainable natural gas service at Dominion Energy, while also supporting the communities in which we live and work.

### Optimizing Your Service

We encourage you to download the **Dominion Energy app** to manage your account, view your bill, make payments and enroll in programs. Never worry about remembering a password—you can quickly and easily access your account with your fingerprint or facial recognition.



Go paperless with **eBill** and receive a monthly email with the amount due and due date. To make your life even more worry-free, consider **Auto Pay** to handle your monthly payments. When you pay your bill electronically, your payments are received more securely and can be processed more quickly.

### Managing Your Energy Bills

While we work relentlessly to keep natural gas affordable, we offer many options to help you manage your bills and improve your service experience.

Many of our customers rely on **Budget Billing**, which divides an estimated annual billing amount into 12 equal payments. This is a great way to avoid seasonal swings with your energy use. You may also benefit from special payment arrangements that can be tailored to fit your needs.

We know winter can be difficult for many families, and funds are available to help qualified families and individuals pay utility bills. Please **call 211** or visit **DominionEnergy.com** to learn about programs in your area to help you, or someone you love, make ends meet.

## Energy Assistance

Funds are available through these programs to help qualified families and individuals pay their utility bills:

**HEAT** (Utah) ..... 866-205-4357  
*Home Energy Assistance Target*

**LIHEAP** (Idaho) ..... 208-232-1114  
*Low-Income Home Energy Assistance Program*

**REACH** ..... 801-969-0526  
*Residential Energy Assistance through Community Help*

Generous donations from Dominion Energy employees, shareholders and customers fund the REACH program, which is administered by The Salvation Army.

### Your Sustainability Toolkit

At Dominion Energy, we're honed in on creating a more sustainable, clean-energy future. We want to make it easy for you to do the same.

Minimize your carbon footprint with **CarbonRight**, a voluntary program that allows you to offset the carbon emissions from natural gas use in your home or business starting at \$5 a month.



Support renewable energy with **GreenTherm**, which supports renewable natural gas (RNG) projects that prevent greenhouse gas emissions from entering the atmosphere.

Use energy more efficiently with a **ThermWise** Home Energy Plan that outlines your home's energy-saving opportunities, then apply for rebates on new appliances and other improvements.

### Looking Forward

Thank you for continuing to choose natural gas for your energy needs. As we look forward to 2023, our commitment to safety, reliability, affordability and sustainability is steadfast, and our commitment to you, our customer, remains as strong as ever.

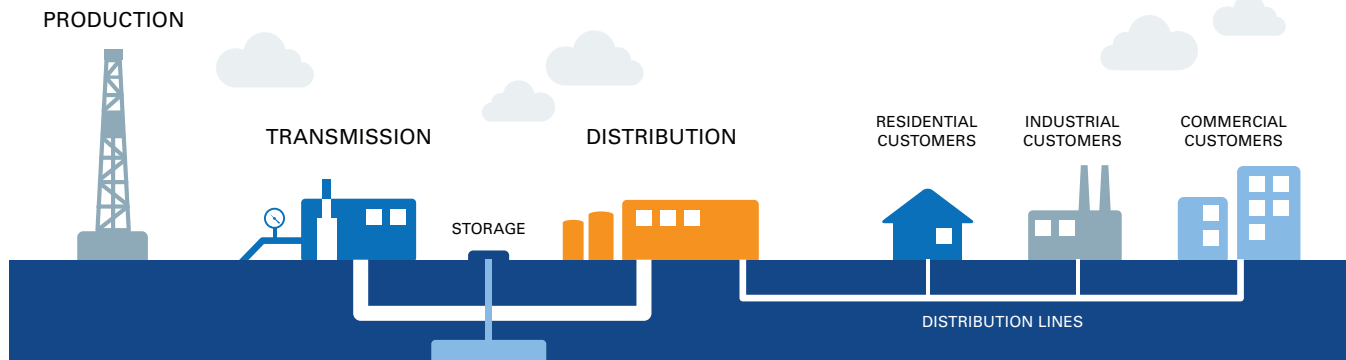
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Actions Speak Louder

## 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](http://DominionEnergy.com).

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

### 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.

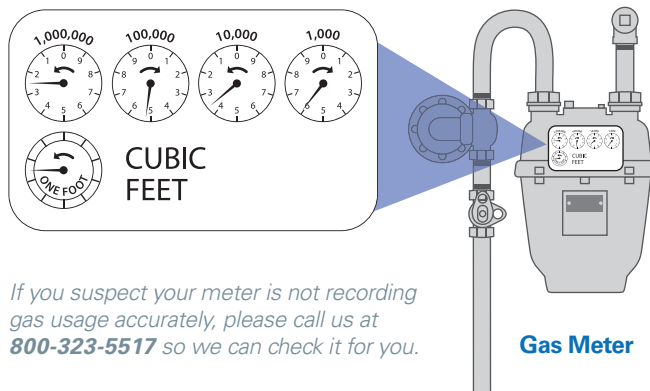
**Natural gas is colorless.** When mixed with the proper amount of air and ignited, invisible natural gas burns with a clean, blue flame. It is one of the cleanest-burning fuels, producing primarily heat, carbon dioxide and water vapor.

**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.

### 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.*