



Why does a gas bill vary every month?

The amount due on your bill will change throughout the year for a variety of reasons.

Factors that affect your usage and bill:

- Weather changes and temperature.
- The number of people in your home.
- The efficiency of your home (e.g., the age and type of appliances; the level of insulation, the location of your thermostat, etc.)
- Like many commodities, the cost of the natural gas we purchase and deliver to you can fluctuate. The cost of these gas supplies is not marked up, meaning we do not profit from the natural gas we purchase.

How is the rate for natural gas service determined?

The amount of gas you use is charged by dekatherms (DTH), a unit of energy used to measure natural gas. The cost per DTH is determined by:



Gas costs – the amount Dominion Energy pays for the gas it resells to its customers with no mark-up.



Non-gas costs – the costs of operating and maintaining the company's distribution system.

These rates are approved by state public service commissions and change periodically. Unfortunately, the price of natural gas commodities is unusually high, especially in the Western United States. These costs are impacting all of our customers. For help understanding your bill and rates, visit [DominionEnergy.com](https://www.dominionenergy.com).

Here are some ways to manage higher energy bills



Budget Billing

Make your energy bill more predictable month to month, so you can avoid seasonal swings.



Energy Assistance

Programs are available to help you and your family manage your energy costs. **Call 211** to see if you qualify.



Payment Arrangements

You may be eligible for arrangements that give you more payment flexibility.



Be Efficient

Conserving energy by using it more efficiently will have a direct effect on your monthly bills.

Save cash and energy with ThermWise®

ThermWise is here to help you conserve energy and save money. A **Home Energy Plan** is a great place to start—it's your home's own personalized blueprint to improve energy efficiency and save you money. Check out [ThermWise.com](https://www.thermwisec.com) for more energy-saving tips like these:

- Install a smart thermostat so your home can be smarter about energy use. This will help your furnace and wallet.
- Move furniture, drapes and anything else obstructing air ducts and cold-air returns. Blocked vents mean poor air flow and excess stress on your furnace.
- Replace aging and less-efficient appliances. Check out ThermWise rebates before you buy to save even more.
- Have your furnace inspected by a certified heating contractor to ensure it is operating safely and efficiently.

ThermWise.com

"If you conserve, you can save"®



Components of your natural gas bill

For more information about your natural gas bill and various charges, visit [DominionEnergy.com](https://www.dominionenergy.com).

1 Account Summary

This statement shows your previous balance due, payments received and current charges.

2 Amount Due

Customers who are not on AutoPay will see the **Total Amount Due Upon Receipt**. This is the total of the three parts of the Account Summary.

3 Comparison

This table compares your average natural gas usage for this year against last year's usage. Measured in Dekatherms (DTH) per day and dollars spent per day.

4 Usage History

This chart shows your monthly natural gas usage for the last 13 months.

5 Meter Data Table

This table shows the various data from your meter (such as Current Meter Read and Previous Meter Read) that is used to determine your natural gas usage for the current month.

6 Billed DTH


Billed DTH (Dekatherms) is determined by multiplying the Dial Difference (which is the difference between your Current Meter Read and Previous Meter Read) by the Volume Multiplier.

7 Service Charges, Taxes and Fees

This section lists the charges that make up your bill.

8 Charge for Gas Used

This cost is determined by multiplying Billed DTH (6) by the average cost per DTH (which varies according to the current price of natural gas). Your bill is calculated using an average cost because we



Customer Name Account: 0123456789


Page 1 of 2

Thank you for your patronage. Your prompt payment assists us in providing our customers with high-quality natural gas service.

Residential Gas Service
Service Agreement: 0987654321

Comparison	Last Year	This Year
Decatherms/Day	0.38	0.37
Dollars/Day	\$4.23	\$5.10

DTH Usage History



1 Account Summary as of 02/03/2023

Previous Balance Due - 01/27/23	154.39
Payments Received - 01/27/23	-154.39
Current Charges - Gas Service	142.74
Current Charges - GreenTherm Program	5.00
*** AUTO PAY CUSTOMER ***	

2 Service Address: 123 S Main St, City, UT 12345-1234

7 Service from 1/6/2023 - 2/2/2023
Rate - GS

Charge for Gas Used(Avg cost per DTH \$ (11.77019))	122.41
Basic Service Fee Total	6.75
Utah Sales Tax (4.4%)	5.68
Municipal Energy Tax (6%)	7.75
Energy Assistance	0.15
Current Gas Billing	142.74

5 Meter ID

Meter ID	Current Meter Read		Previous Meter Read		Days	Dial Difference	Volume Multiplier	Billed DTH
	Date	Reading	Date	Reading				
87654321	2/2/2023	2720	1/5/2023	2611	28	109 CCF	0.094978	10.4

6 Closing Bill

Account Number	Total Amount Due	Withdrawn On
0123456789	\$147.74	02/27/2023

Questions, comments or mailing address corrections?
Call Dominion Energy weekdays 7am-6pm (see back of page for details) or visit our website: [dominionenergy.com](https://www.dominionenergy.com)

GreenTherm Program
Service Agreement: 5678901234

Service from 1/5/2023 - 1/17/2023
Rate - GreenTherm
Current GreenTherm Charge (1 Blocks x \$5.00) 5.00

Autopay Notice

Do Not Send Payment.
Payment will automatically be withdrawn from your bank account.

CUSTOMER NAME
CUSTOMER@EMAIL.COM

apply what is called a Weather Normalization Adjustment (WNA) to the approved cost per DTH. When WNA is applied to a bill, it more accurately reflects the cost of providing service. You also can be confident you won't pay more than necessary.

9 Current Gas Billing

The total of all service charges, taxes and fees (7) for the current month. This sum is factored into the Account Summary (1) to calculate Total Amount Due Upon Receipt (2).



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.