

Green Sticker Guide



What you should know about proper appliance adjustment

If your natural gas space-heating (furnace, boiler, etc.) and/or water-heating appliances do not have a Green Sticker, you should have a licensed and qualified contractor conduct a Green Sticker inspection and, if necessary, adjustment during your next annual inspection so that your appliances will safely and efficiently burn natural gas supplies.

All natural gas space- and water-heating appliances need a Green Sticker indicating they have been checked and, if necessary, adjusted to properly burn local natural gas supplies. If not properly adjusted, these appliances may produce excess carbon monoxide. Carbon monoxide is an invisible, odorless, and tasteless gas that is poisonous and can cause serious injury or, in extreme cases, even death.

Following are answers to the most commonly asked questions concerning the Green Sticker. Please read this information carefully. Following the advice in this brochure will help you safely continue to enjoy the comforts and advantages of economical and efficient natural gas.

What is a Green Sticker?

A Green Sticker is an adhesive sticker placed on your space- and water-heating natural gas appliances by a licensed and qualified heating contractor. The Green Sticker verifies these natural gas appliances have been properly derated (adjusted) to safely burn natural gas at your altitude.

Why is this Green Sticker adjustment necessary?

A Green Sticker adjustment is necessary because most natural gas-fired furnaces and water heaters in our service area need to be derated to operate safely and efficiently at different altitudes.

Will these changes require replacement of any appliances?

No.

When do I need a Green Sticker?

You should have a Green Sticker adjustment done as soon as possible, preferably in connection with your annual inspection. Customers can save money by combining the Green Sticker adjustment with a normal appliance safety inspection, which should be done annually by a licensed and qualified contractor.

What can happen if my appliances are not properly adjusted for altitude?

Natural gas is a safe, dependable and economical energy source. If your appliances are not properly adjusted, they may not operate safely. Improperly adjusted appliances could result in natural gas not being burned correctly, which may produce excess carbon monoxide. Under certain conditions, especially without proper ventilation, carbon monoxide could be released into your home. Carbon monoxide is an invisible, odorless and tasteless gas that is poisonous and can cause serious injury or, in extreme cases, even death.

The symptoms of carbon monoxide poisoning are:

- Persistent, severe headaches usually affecting more than one family member;
- Nausea, vomiting and weakness;
- The disappearance of symptoms when individuals leave the house.

If you suspect the presence of carbon monoxide in your home based on symptoms exhibited by family members, open windows and/or doors, and evacuate all persons from your home to avoid continued exposure. Call 911 and poison control and have your home inspected as soon as possible to identify and fix the source of the carbon monoxide.

What does the Green Sticker adjustment involve?

The inspection and possible adjustment involve checking and, if necessary, changing an orifice in the appliance burner and/or changing the manifold pressure that governs the mixture of air and natural gas needed for proper and complete fuel combustion. It is also important that the flue gas is checked to verify carbon monoxide limits are within proper range for each appliance.

Which appliances need to be inspected and, if necessary, adjusted for Green Sticker compliance?

Natural gas space- and water-heating appliances need to be inspected and, if necessary, adjusted by a licensed and qualified heating contractor. Once these appliances are inspected and properly adjusted, customers should make sure the contractor performing the inspection applies a Green Sticker to any appliance requiring an adjustment for altitude for future reference. While Green Stickers are not needed for other natural gas appliances, Dominion Energy continues to stress the importance of regular maintenance and annual checkups for all natural gas appliances.

How do I know if my appliances are properly adjusted?

The only way to be certain that your appliances are properly adjusted is to have them inspected by a licensed and qualified heating contractor. It is every customer's responsibility to have their natural gas space- and water-heating appliances inspected and, if necessary, properly adjusted to ensure safe operation. Dominion Energy has recommended that installers, manufacturers and appliance-service contractors apply a Green Sticker to space- and water-heating appliances that are properly installed and adjusted for altitude.

If appliances do not have a Green Sticker, you should have a licensed and qualified heating contractor inspect them, make any necessary adjustments and apply a Green Sticker on each appliance for future reference.

Isn't it a good idea to have appliances checked regularly anyway?

Yes. Dominion Energy recommends that customers have all their natural gas appliances checked annually. If you follow this practice, your next regularly scheduled inspection is a good time to make sure your natural gas space- and water-heating appliances are properly adjusted and have a Green Sticker.

Who can make the inspection?

A licensed and qualified heating contractor will be able to perform the inspection and make any necessary adjustments.

Why can't Dominion Energy do the Green Sticker adjustments?

Our customer service employees are working to keep natural gas flowing to homes and businesses, and helping in emergencies. Adding to our workforce would cost customers more. Dominion Energy keeps working to control costs so you can enjoy safe, reliable service at rates that are among the lowest in the nation. Adapting to the appliance settings recommended by the manufacturer and Dominion Energy and approved by the Public Service Commission (PSC) for your area will help Dominion Energy keep natural gas costs down.

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