

Emergency Preparedness and Natural Gas

Your emergency preparedness should include an understanding of your natural gas service and how it might be impacted by an earthquake or other major disaster. While no one can accurately predict the damage done by an earthquake, natural gas pipelines have, in most cases, proven remarkably resistant to earthquake-related damage. Most natural gas pipelines are made of high-strength steel or polyethylene plastic. These pipe materials are flexible enough to withstand significant earth movement without sustaining damage.

Here are some things you can do to increase your personal preparedness for an earthquake or other disaster:

Secure your water heater. The most common earthquake damage to natural gas appliances and/or equipment occurs when a full, heavy, unstable water heater falls over, potentially damaging both its natural gas and water lines. Make sure your water heater is secured to the wall or the floor to prevent damage. Doing so will also provide a small reserve of clean water in a disaster.

Store paints, chemicals and solvents away from natural gas appliances. Don't give these flammable materials an unnecessary chance to ignite.

Know when and how to turn off your gas meter. It's a good idea to be familiar with the look and sound of your gas meter under everyday conditions, and to know where the shutoff valve is located. Once you've secured yourself and your family, conduct a quick inspection after any incident involving your home. Leave the meter on unless the following conditions exist:

- You smell natural gas;
- You hear natural gas leaking;
- You see structural damage to your home;
- There's fire in close proximity to your home; or
- Dominion Energy makes the request.

Then, turn the meter off only if you can do it safely! The shutoff valve is located next to the meter as shown. Turn the valve a quarter turn in either direction to the "off" position. Once the meter is shut off, it should only be turned back on by Dominion Energy.

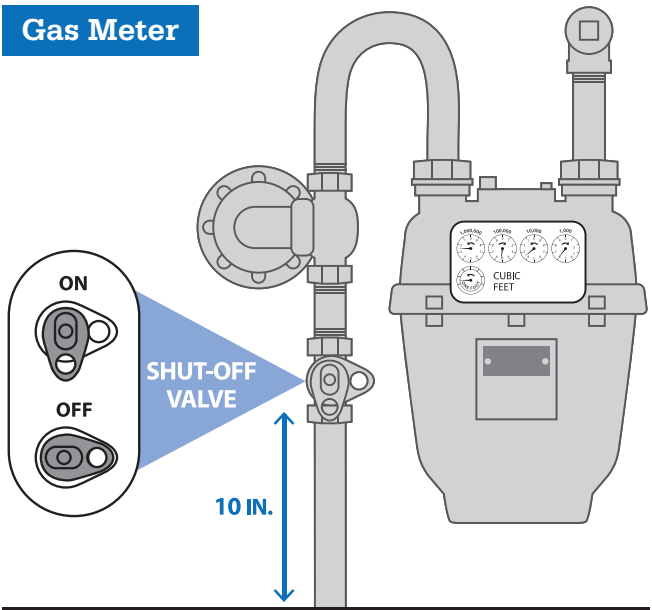
For more information, go to **DominionEnergy.com** to read more natural gas safety. If you don't know the smell of natural gas, call **800-323-5517** and ask for our Here's a Smell You Should Know Well odorant brochure.

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**.



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.



Identifying a Dominion Energy 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.

Prepare Your Home for Colder Weather

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

For \$25, we'll send a home energy expert to look at your energy usage and make recommendations that can result in energy savings for you. The assessment takes about 90 minutes; you will receive a detailed report as well as free energy-efficient items if needed. The \$25 fee will be returned as a credit on your bill if you follow through with any of the rebate-qualified recommendations in the plan. To schedule your Home Energy Plan, call us at **888-324-3221**, Monday through Friday, 8 a.m. to 5 p.m. For a free "do-it-yourself" plan, go to ThermWise.com. We'll provide you with a detailed report outlining the things you can do to save energy.



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.

Don't Get Scammed

Be aware of scammers who call and claim to be collecting on your bill and ask for an online or over-the-phone payment. Some of these requests can sound and look real. Here are some tips on how to avoid these scams:

- If you pay your bills on time, be suspicious of any call or email regarding your account;
- Never provide personal or financial information to someone who calls and asks for it; and
- Call us at **800-323-5517** to verify the status of your account.



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.