

Dear Valued Customer

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 supporting the communities in which we live and work.

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.

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](https://www.dominionenergy.com) to learn about programs in your area to help you or someone you love to make ends meet.

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.

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 the 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.

Being More Energy Efficient

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.

Use energy more efficiently with a ThermWise Home Energy Plan, a detailed blueprint outlining energy-efficient improvements you can make around your home.

Visit [ThermWise.com](https://www.thermwise.com) to learn easy ways to save energy at home. Then, apply for rebates on energy-efficient natural gas appliances and improvements that weatherize your home, such as insulation and windows.

Supporting Our Communities

We proudly invest time and money in our communities, with our employees giving hundreds, even thousands, of hours of volunteer time every year. In 2022, we gave more than \$1.8 million to organizations across our Western footprint. These funds benefitted nearly 140 nonprofits addressing some of the most pressing needs our communities are facing.

As a company, we have increased diverse hiring, diverse workforce representation, and spending with diverse suppliers. We feel it's important that our workforce both reflect and support the communities we serve.

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.

Judd Cook

Vice President & General Manager
Western Gas Distribution

