



Dominion Energy is now **Enbridge Gas** in Utah & Idaho



Visit [dominionenergy.com](https://www.dominionenergy.com) for more information about the transition and what it means for you!



It's an excellent time to set up **Auto Pay!**



For a smoother transition to Enbridge Gas, consider **Auto Pay** for your natural gas payments. Payee changes are happening soon—Auto Pay will ensure your monthly payments are received and processed in a secure and timely manner.

Here are a couple ways to set up automatic payments:

1. **Log in to your account** and click Set Up Auto Pay to have your payments automatically deducted from your bank account. You will need your bank account number and bank routing number.
 - To set up automatic payments on a credit card, click Pay My Bill, then click Recurring (a \$1 convenience fee applies).
2. **Call us at 800-323-5517** for assistance setting up automatic payments from either your bank account or credit card.



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](https://www.DominionEnergy.com). While you're at it, check out convenient ways to pay your bill electronically for faster and more secure processing.

Protect Yourself from Scams

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. *In some cases, scammers are able to make it appear they are calling from a Dominion Energy phone number.*

Here are some tips on how to avoid these scams:

- Remember, Dominion Energy will never call you to demand a payment;
- 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
- Verify the status of your account by logging in to your online account or the app, or by calling Dominion Energy at **800-323-5517**.

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.

Understanding Weather Normalization Adjustment

Part of Dominion Energy's billing calculation includes something called a Weather Normalization Adjustment (WNA).

Dominion Energy's rates are based on an expectation of "normal" weather – defined as the average daily temperatures over a 20-year period. During colder-than-normal periods, customers typically use more natural gas to heat their homes and may pay more for their service than rates are designed to recover. On the other hand, when the weather is warmer than normal, customers may not pay enough to cover the cost of providing service.

The WNA slightly offsets the effects of unusually colder- or warmer-than-normal weather by adjusting bills up or down during these conditions. The impact on most residential bills is only a few dollars. The result is that bills more closely reflect the appropriate amount for the service received. Bills will still go up when it is colder than normal and down when it is warmer than normal, but not by as much as if the WNA were not in effect.

For example, in January, the coldest month of the year, the typical Utah residential customer pays \$118.61 if the weather is normal. If the weather is 10 percent colder than normal, the typical bill would be \$128.42. However, with the WNA, the bill would be \$124.69. On the other hand, if the weather is 10 percent warmer than normal, the typical bill would be \$108.80, but under the WNA it would be \$112.53. The difference is about \$3.73 in both scenarios.

Last year, the WNA was used to determine more than 99 percent of all customer bills. With the WNA, your bills more accurately reflect the cost of providing service. You also can be confident you won't pay more than necessary. If you do not want the WNA used on your account during the upcoming year, contact Dominion Energy before Oct. 31. However, please be aware that if you discontinue the WNA on your account, it cannot be reinstated until next summer.

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.

Now is the Hot Time to Prepare for Cold

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

To schedule your Home Energy Plan for \$25, call us at **888-324-3221**, Monday through Friday, 8 a.m. to 5 p.m.

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](https://www.dominionenergy.com).

How to Read Your Gas 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 so we can check it for you.

