Customer Connection

May 2019

Natural Gas is Transported and Delivered Safely to You

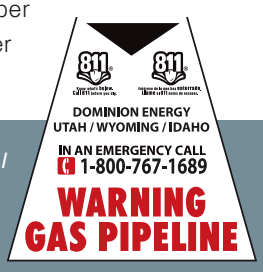
The American Gas Association estimates 2.5 million miles of underground pipelines deliver natural gas to customers throughout the country. Did you know that according to the U.S. Department of Transportation, pipelines are the safest, most efficient and most reliable means of transporting natural gas? For decades, Dominion Energy has been improving its system and replacing older pipe to ensure safe natural gas delivery to our customers. While the design, construction, integrity, and operation of pipelines are strictly regulated at both the state and federal level, hazards do exist and emergencies can occur. Statistics show the leading cause of pipeline damage, and subsequent safety hazards, is third parties (contractors, property owners, excavators, etc.) hitting pipelines while digging. Read on to learn how you can prevent, recognize and report such hazards.

How to Identify an Outside Gas Leak

The following signs may indicate a natural gas pipeline leak or failure:

- "Rotten egg" odor*
- Hissing, roaring or blowing sound
- Dirt being blown into the air
- Water being blown into the air at a pond, river or creek
- Continuous bubbling in wet, flooded areas
- Fire at or near exposed piping
- Flames coming from the ground
- Dead or brown vegetation in an otherwise moist or green field

From a safe place, see if you can spot a pipeline marker like this and call the emergency number or call 911 to report a leak or other natural gas emergency.



(Note: In its natural state, natural gas is odorless, colorless and nontoxic. Local utilities such as Dominion Energy add an odorant to make leaks easy to smell. However, sometimes the smell of the odorant may be too weak to smell, even though there is a leak. If you suspect a leak for any reason, get to a safe place immediately and call the emergency number or 911.)

Call 811 Before You Dig

If you're planning a project that involves digging in your yard, remember to first call 811 at least two business days before you dig, grade or excavate. The national 811 number will connect you with your local line-location center.

Knowing where lines are buried may protect you from injuries caused by accidentally hitting a gas, electric, cable, telephone, fiber-optic or other line. It can spare you repair costs and it's the law. After receiving your call, each participating utility will mark its line locations for FREE.

811 Know what's below. Call 811 before you dig.

Customer Notice

To improve bill-payment efficiency and security for our customers, we are making changes in our billing and remittance processes. As a result, payments to Dominion Energy will not be accepted at "drop box" locations found throughout our service area beginning July 1, 2019. We offer many other payment options to ensure secure and timely payment for your natural gas service. Please visit **DominionEnergy.com** for more information.

Upgrade to a Smart Thermostat

Have you thought about upgrading to a smart thermostat? ThermWise is offering a $50 rebate for qualifying models. A smart thermostat will adapt to your family's schedule to more efficiently heat and cool your home. Plus, you can easily make adjustments using your smartphone or tablet to ensure your home's comfortability. Visit **ThermWise.com** for more information.

Tips to Prevent CO Poisoning

Carbon monoxide (CO) comes from many sources such as wood, propane, natural gas, charcoal, gasoline and anything else that burns. High concentrations of CO can be toxic, but you can avoid CO poisoning with simple preventive measures and common sense:

- Have your heating systems serviced by a licensed heating contractor every year. This helps ensure that your system is operating safely and that combustion byproducts vent to the outside.
- Install a battery-operated, Underwriters Laboratory-approved CO monitor on each level of your home. Check or replace the battery when you change the time on your clocks each spring and fall. Installing a CO monitor should never be a substitute for a professional inspection of home-heating and cooking equipment. Owners of boats and recreational vehicles with propane stoves or heaters should also install CO monitors.
- Do not use a generator, charcoal grill, camp stove, or other gasoline- or oil-burning device anywhere inside your home including your basement and garage, or outside near an open window.
- Do not run a car or truck inside a garage attached to your house, even if you leave the garage door open.
- Do not burn anything in a stove or fireplace that is not vented.
- Do not heat your house with a gas oven.

If you are feeling dizzy, light-headed, or nauseated and suspect CO poisoning, seek prompt medical attention by calling your poison control center at 800-222-1222 or dialing 911.

Dominion Energy®

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.

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What should you do if you damage a gas line or come across a leaking line?

If you damage a gas line or discover natural gas escaping from a broken or leaking line, follow these steps:

- Turn off all machinery and vehicles and eliminate other ignition sources such as open flames, electrical switches, and phones.
- Evacuate everyone from the area.
- Do not try to make repairs or operate pipeline valves.
- Do not try to extinguish fires.
- From a safe place, call 911 or other local emergency responders, including Dominion Energy at **800-767-1689**.

If a line is pulled or jarred or its coating is damaged, follow these steps:

- Stop work and check for the sound and signs of escaping gas in the area.
- Do not make repairs or backfill until Dominion Energy has inspected the line and repaired any damage. Unrepaired damage to a gas line or coating may cause a failure to occur. Unrepaired damage to a locating wire will cause difficulty in locating a line.

For more information about pipeline safety, call **800-323-5517** for a free brochure.

EFVs Help Protect People and Property

More than a decade ago, we launched a safety initiative to install excess flow valves (EFVs) on new and replacement service lines. An EFV is a small plastic valve that automatically stops the flow of gas if a service line is severed. Today, more than 100,000 customers have an EFV on their natural gas service line. Customers who do not currently have an EFV may request one. The costs for installation are $2,255 for a .75-inch service line, $2,489 for 1.25-inch service line, or $2,601 for a 2-inch service line. Prices are subject to change. For more information, visit **DominionEnergy.com**.

Rate Increase Approved

The Public Service Commission of Utah (PSC) approved a $19.5 million increase in Dominion Energy's natural gas rates in Utah. As of April 1, 2019, the typical residential customer's monthly bill increased by about $1.22.

At least twice yearly, Dominion Energy uses third-party forecasts of natural gas prices to estimate how much its rates should be adjusted to cover anticipated costs of buying natural gas for customers. These costs are passed on to customers with no markup and have no impact on the utility's profits. The "pass-through" rate adjustments simply enable the company to change rates to reflect changes in gas supply and other costs.