

## Need Help Paying Your Gas Bill?

Funds may be available to help income-eligible customers, as well as customers who are elderly or disabled, pay their gas bills through Wyoming's **LIEAP (Low Income Energy Assistance Program)** and Dominion Energy's **Energy Share of Wyoming** program, which is funded by donations from Dominion Energy customers, employees and shareholders. For information about these and other assistance programs, or to enroll in Dominion Energy's Budget Plan, please visit **DominionEnergy.com**. For energy-saving tips and information about rebates, please visit **ThemWise.com**.

## Questions and Answers About Residential Service Policies

Providing quality natural gas service is a priority at Dominion Energy. To ensure that all customers are treated fairly, we have established customer-service policies. The following questions and answers summarize some of these policies.

### What is Dominion Energy's payment procedure?

To maintain good credit with Dominion Energy, your bill should be paid by the due date. Bills can be paid for FREE by:

1. sending a check or money order in the mail (for your protection, please do not send cash);
2. having your monthly payment automatically deducted from your checking or savings account through our Auto Pay Plan at no additional cost to you (sign up on DominionEnergy.com);
3. using an electronic check on DominionEnergy.com, or online banking to make payments directly from your savings or checking account each month;

Or, for a convenience fee:

4. using a credit card or debit card over the phone or on DominionEnergy.com, or an electronic check over the phone; or
5. using a pay-station (see list on DominionEnergy.com) to pay by check or cash. A \$1 fee applies.

Interest is charged on the outstanding past-due balance. The rate is 1.5 percent a month or 18 percent annually.

### Can payment arrangements be made?

If you're having difficulty paying, or if your gas service has been shut off for nonpayment, you may be eligible for a Deferred Payment Agreement (DPA). A DPA gives you the option of

paying your current past-due balance in installments over a 12-month period or less. To initiate a DPA, you must pay the first installment. Then, each month before the past-due date, pay the current bill, the monthly DPA installment and any interest charges. If you miss a payment, service may be shut off unless the full amount of the past-due balance is paid. A verbal or written notice will be issued before service is shut off.

Dominion Energy's Budget Plan may be used in combination with a DPA by dividing your estimated annual bill into equal monthly payments.

### Is there a connection fee?

No. However, if your gas service is shut off for nonpayment, you must pay a \$25 reconnection fee and the full past-due amount (or make suitable payment arrangements) to have service restored.

### Do I have to pay a security deposit?

In most cases, Dominion Energy does not require a deposit to initiate residential service. However, deposits are required if:

1. a prior service account with Dominion Energy remains unpaid and undisputed;
2. the account is delinquent;
3. you owe Dominion Energy for damages you caused to Dominion Energy property;
4. service has been terminated for nonpayment;

## Questions and Answers (continued)

5. service has been obtained fraudulently or without authorization;
6. you have not had gas service with Dominion Energy for a period of 12 months during the past four years;
7. the request for service is at an address where a former customer with a delinquent bill resides; or
8. you have filed for bankruptcy.

The deposit will be the total amount of the customer's estimated bill for three months of highest use based on the premises' monthly bills during the previous 12-month period.

If a deposit is required, it can be paid in three consecutive monthly payments. The first payment must be made before service is established. The deposit, together with interest, is refunded to you after the bill has been paid on time for 12 consecutive months. If you discontinue gas service, the deposit plus interest is applied to the account balance, with any excess refunded.

### What is third-party contact?

An account holder can designate a third party to receive a copy of a past-due bill. In such cases, we will try to personally contact the third party before shutting off service.

The designated third party is not responsible for paying the bill but may be able to help you arrange to continue service. Designating a third party may be of special interest to people who want to help elderly family members or friends living alone.

### When will gas service be shut off?

Gas service may be shut off if you:

1. request it;
2. fail to pay a required security deposit;
3. let the account become past due and reasonable efforts to obtain payment have failed;
4. do not comply with the terms of a DPA or a Public Service Commission order;
5. furnish false information to obtain service;
6. obtain unauthorized service or tamper with pipes, meters or other company property;
7. are at risk because of an emergency or serious health or safety hazard; or
8. fail to provide access to the company's meter.

A shut-off notice resulting from a delinquent account will be sent at least seven calendar days before the proposed shut off. A brochure explaining steps you can take to prevent shut off and possible sources of assistance for customers experiencing financial hardship will be mailed to you prior to the shut-off notice. Our shut-off policy recognizes unusual circumstances. For example, service will not be shut off during a limited period of medical emergency if a physician provides appropriate information to the company. There may be other circumstances under which we will not shut off gas service. For more information, visit [DominionEnergy.com](http://DominionEnergy.com).

### What are a customer's responsibilities when requesting service shut-off?

If an account is in your name, you are responsible for arranging shut-off and paying the final bill. Dominion Energy is best able to accommodate your moving schedule if you call at least three working days in advance of the date you want service shut off. We will need your account number, the date service is to be shut off, and your forwarding address.

### Can the unit I'm renting be shut off without my knowledge?

When Dominion Energy knows someone other than the occupant of a rental unit is the account holder, we will post, mail or deliver to each known tenant a notice of the impending shut-off telling you how to avoid shut-off by putting service in your own name within 15 calendar days.

### What is the complaint procedure?

If you question the bill amount or have a service problem, call us at 800-323-5517 or contact us through [DominionEnergy.com](http://DominionEnergy.com). Our representatives will be happy to assist you. If we are unable to resolve the problem, you may contact the Wyoming Public Service Commission (a state agency) and request an informal review. Call 307-777-7427 for assistance.



For more information about Dominion Energy, visit [DominionEnergy.com](http://DominionEnergy.com).

For customer service, please call 800-323-5517 Monday through Friday, 7 a.m. to 6 p.m.

## Breathe Easier at Home

Therm reminds you to check your furnace filter once a month during the heating season and change it if necessary. Furnaces consume less energy if they "breathe" more easily. Use the arrival of your monthly natural gas bill as a reminder. A clean furnace filter will help you breathe a little easier, too.