

The Resource

 Virginia Natural Gas™
An AGL Resources Company

June 2008



Natural Gas. Instant ComfortSM.

When you have a natural gas water heater, just turn the knob and life gets better. Natural gas delivers hot water in as little as half the time as electric — and for the ultimate in convenience and efficiency, a tankless water heater can provide endless hot water while also saving energy. One natural gas tankless water heater is equal to ten forty-gallon electric storage tank models on a gallons-per-hour basis. By heating on demand, tankless water heaters use less energy than storage tank units that maintain a tank full of hot water even when you're not using it. Their compact design even saves space in your home. Because they preserve resources, natural gas tankless water heaters contribute to a healthier environment, and most of their components are recyclable, so very little ends up in landfills.

DID YOU
KNOW

For a limited time, you can qualify for up to \$250 in rebates on tankless and storage tank water heaters— making hot water more affordable than ever. Some restrictions apply. Visit us on the web or call to learn more.

Call Before You Dig -- Dial 8-1-1

Excavation work, including digging or plowing around a home or business, is the most common cause of natural gas emergencies. Before digging on your property, state law requires you call 8-1-1, a statewide, toll-free number, to have your utility lines professionally marked. You must call at least 72 hours before digging, excluding weekends and holidays so underground utility lines can be located and marked – free of charge – before you begin your project.

Know What To Do...When Severe Weather Strikes

If you are evacuated from your home or business due to severe weather, never attempt to disconnect your natural gas service yourself. If you suspect a natural gas leak upon returning, contact us immediately. A Virginia Natural Gas representative will tell you when it is safe to return.



Paired Together, One Easy Way to Pay

Make bill paying easier. First, with AutoDraft you pay your bill automatically each month through direct debit from your bank account. It's fast, secure – and there's no charge to enroll. Second, with our Budget Payment Plan you pay a fixed monthly amount based on your past gas usage. We review your bill every quarter to make sure your budgeted amount is correct and adjust it accordingly, if needed. There's no charge to enroll. Your account must be up-to-date. Call Customer Care or visit our web site for more information and to download an application for AutoDraft.

REMINDER: Virginia Natural Gas has a new post office box. Customers who pay their bill through an online bank need to be sure that their online bank or financial institution has the new PO Box. AutoDraft customers and those who pay using the pre-addressed envelope do not need to take any action. Our new PO Box address is: PO Box 70840, Charlotte, NC 28272-0840.

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Customer Care 866-229-3578

virginiannaturalgas.com

Leaks/Emergencies 877-572-3342