

The Resource

Why a High Efficiency Water Heater Matters...

Be energySMART!

According to the U.S. Environmental Protection Agency, high efficiency water heaters use 10 to 50 percent less energy than standard models, saving homeowners money on their utility bills.

A water heater's efficiency, or Energy Factor (EF), is usually listed beside the EnergyGuide label. The higher the number, the more efficient the water heater.

By choosing a water heater with at least a .62 EF, you can reduce your energy use every month and save on your utility bill over the course of the 10 year life of the water heater. Not only can you save money over time by choosing a higher efficiency water heater, but *with an energySMART rebate from Virginia Natural Gas, on a .62 EF or greater tank style natural gas water heater, you can get up to \$150 back.*

Actual energy savings from high efficiency water heaters depend on family size, lifestyle, heater location, and the size and placement of water pipes.

Visit www.virginianaturalgas.com/energysmart for terms and conditions and to learn about other programs.

Offering You Convenience and Choice

Here are new customer service enhancements from Virginia Natural Gas:

On the phone: 866-229-3578

Our interactive voice response system provides several new features designed to provide you faster service:

- Automated account look-up
- Account and Order status
- Bill payment using your checking or savings account, debit/ATM or Visa, MasterCard or Discover card.

(Note there is a fee to pay with a credit card.)

On the Web: virginianaturalgas.com

- Place a turn on, off or transfer service request. We'll email or call to confirm your appointment.
- Check your account balance, pay your bill without a fee
- Learn how to better manage your energy expenses and reduce your carbon footprint

Severe Weather – Be Prepared!

If you are evacuated, leave on your natural gas service. When returning, if you think you smell gas, leave the area and call us immediately at 877-572-3342.

Never try to locate the source of the leak yourself.

Remember: do not turn on any electrical appliances, use a cell phone or light a match near a suspected leak.

Give the Gift of Comfort and Reliability

Purchase an eco-friendly gift for someone you care about by paying a portion or all of their bill.

Log on: www.virginianaturalgas.com to download your gift request form or call: 866-229-3578



Customer Care
866-229-3578
Leaks/Emergencies
877-572-3342
virginianaturalgas.com

