

The Resource

Virginia Natural Gas
An AGL Resources Company

• August 2007



No Power? No Problem!

Hurricane season is here. Are you dreading power outages? Not looking forward to throwing away all of the food in your refrigerator? The ultimate defense against power outages is a natural gas generator – one that is sized to fit your needs and your budget. Most models will start automatically when the power goes out, so there is nothing you need to do. And with no need for refueling, the natural gas generator can keep you comfortable and your food cold no matter how long the power is out. Use the Generator Sizing Guide at the Natural Gas Appliances section of our website to see which appliances can be powered by different sized generators. For a limited time you may be eligible to receive a \$100 rebate on a natural gas generator. Details are available on the promotions page of our website or by calling Customer Care.

Already have a natural gas generator? Remember to follow the manufacturer's recommended maintenance schedule for optimal performance.



Reduce your home heating carbon footprint by as much as three times when you choose a natural gas furnace over an electric heat pump. Learn more about reducing greenhouse gases with the Personal Emissions Calculator at www.epa.gov

(click on *Climate Change* and *What You Can Do*).

Source: U.S. Environmental Protection Agency

Automated Meter Reading is Here

An automated natural gas meter reading device allows your meter to be read remotely. Installation has begun and is expected to continue through mid-2008. The installation takes only a few minutes, there is no charge, and in most cases you do not have to be home. For more information visit the Meter Reading section of our web site.



Get the Natural Gas Advantage

You can save with rebates from Virginia Natural Gas on virtually every indoor and outdoor natural gas appliance for your home. Special offers are available for a limited time only. Details are available on the promotions page of our website or call Customer Care.

• Moving? Call Ahead •

Need to have natural gas service turned on, transferred, or turned off at your address? Contact Virginia Natural Gas five business days before your requested date to turn service on or off. This will help us meet your schedule and make it a smooth move. Call ahead to Customer Care.

If you'll be upgrading the appliances in your new home, be sure to look for the latest rebates on the promotions page of our website or call Customer Care.

• Think You Smell Gas? •

Here's what to do:

Natural gas is a safe energy source, and natural gas leaks are very rare. However, we add an odor of rotten eggs to natural gas that gives it a distinctive smell to assist in the detection of natural gas leaks. If you suspect you smell gas – anywhere, anytime – call us immediately. And please:

- Do not start a car. Go to a nearby phone away from the smell and call Virginia Natural Gas at the leak number below.
- If you smell gas indoors, leave the building immediately and have others also exit immediately.
- Keep everyone away from the area of the odor.
- Do not light a match, operate natural gas appliances, use a phone or turn an electrical switch on or off.

Never try to find a leak yourself. The Virginia Natural Gas emergency leak number is available 24 hours a day, seven days a week.

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Customer Care 866-229-3578

virginiannaturalgas.com

Leaks/Emergencies 877-572-3342