

## We care deeply ...

about the communities in which we live and serve and are committed to providing safe, reliable natural gas to our customers. We strive to maintain the health and safety of our employees and communities, especially as we face Coronavirus (COVID-19) together.



## What we're doing:

- ✓ Investing more than \$300,000 to support the above local agencies with their relief efforts.
- ✓ Continuing operations to fuel homes and businesses with natural gas.
- ✓ Taking preventive measures, such as social distancing and wearing personal protective equipment, to protect the safety and health of our employees and customers when entering customers' homes or businesses.

## We're here for you:

- ✓ Voluntarily suspending service disconnections for nonpayment and providing energy assistance resources for customers facing financial hardship during this time.
- ✓ Offering options for you to view and pay your bill from the comfort of your home through our online My Account portal, mobile wallet and email paperless offerings. Also, there's no transaction fee for payments made via AutoPay or your bank's online website.
- ✓ Empowering you to take control of your energy bill by offering our Budget Plan and tips and tools from our Energy Efficiency Program to help you save energy and money.

## April is National Safe Digging Month

Spring is here and you're likely planning outside improvement projects since you're spending more time at home due to COVID-19.



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

## Remember to dig with C.A.R.E.

- **CALL** Virginia 811, per state law, before you dig by dialing 811 to request your utility lines be professionally marked free of charge.
- **ALLOW** the required amount of time before digging for utility lines to be marked (typically 48 hours beginning the next business day after notifying Virginia 811).
- **RESPECT** the marks.
- **EXCAVATE** with care. Demolition is considered excavation.

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