

# Helping you pay and manage your bill

You deserve peace of mind when it comes to your bill. If you're facing financial hardship and need bill-pay assistance, you don't have to face this challenge alone. Let us help you fuel forward by connecting you to a variety of bill payment assistance programs and resources that may be able to assist you in your time of need.



## Low Income Home Energy Assistance Program

The federal Low Income Home Energy Assistance Program (LIHEAP) helps those in need pay their energy expenses. For heating bill expenses, the annual enrollment period typically begins the second Tuesday in October and runs through the second Friday in November. A past-due balance or disconnection notice is not needed for eligible customers to apply for LIHEAP assistance. Call **800.230.6977** and select **option 9** or visit [dss.virginia.gov/benefit/ea/](http://dss.virginia.gov/benefit/ea/) for more information.

## The VNG EnergyShare Program

The VNG EnergyShare Program, which is administered by The Salvation Army, provides bill payment assistance grants to income-eligible residential customers, including supplemental grants for seniors and veterans. Call your local Salvation Army to make an appointment (no walk-ins, please) to check your program eligibility.

- ↗ Hampton Roads Area Command: **757.543.8100**
- ↗ Suffolk Corps: **757.539.5201**
- ↗ Virginia Peninsula Corps: **757.838.4875**
- ↗ Williamsburg Corps: **757.229.6651**
- ↗ Central Virginia Area Command: **804.225.7470**



## Payment Arrangements

We offer payment arrangements, which give eligible customers more time to pay their past-due balance to help them avoid service disconnections.

Visit [virginianaturalgas.com/myaccount](http://virginianaturalgas.com/myaccount) to check your eligibility for a payment arrangement.

## 211 Virginia

211 Virginia connects customers to bill-pay assistance and other resources to help with basic needs in their local area. Simply dial **211** for assistance. Visit [211virginia.org](http://211virginia.org) for more information.

## Budget Plan

In addition to helping you pay your bill, we're also here to help you manage it. If you want to avoid unpredictable bills from month to month by paying a budgeted amount based on your actual usage, enroll in our Budget Plan. Note, only customers current on their bill are eligible to enroll. For more details about how we determine monthly Budget Plan amounts, which we also review and may adjust every three months, please visit [virginianaturalgas.com/budgetplan](http://virginianaturalgas.com/budgetplan).

To enroll, visit [virginianaturalgas.com/myaccount](http://virginianaturalgas.com/myaccount) or call **866.229.3578**.

## Learn more about our available resources



# Save Energy. Save Money.



Take control of your energy bills by implementing these simple, convenient steps around your home to maximize your savings without sacrificing comfort, style or convenience.



## Tips for a More Energy-Efficient Home:

### 1. In the Kitchen

- ✓ Install an aerator on the faucet to conserve water
- ✓ Use the short wash cycle on your dishwasher, it also conserves water
- ✓ Keep your freezer full to minimize cold air that can be lost – freeze water to take up space
- ✓ Use cold water with the garbage disposal

### 2. In the Attic

- ✓ Install insulation in your attic
- ✓ Clean or replace air filters for your furnace regularly
- ✓ Insulate your ducts and pipes with low cost fireproof insulation
- ✓ Use a tankless water heater, it's up to 40% more energy efficient than a tank-style water heater
- ✓ Lower the water heater temperature to 120 degrees Fahrenheit

### 3. In the Bathroom

- ✓ Use a low-flow showerhead or get a shower timer to minimize your shower time to 4-5 minutes
- ✓ Take showers instead of baths
- ✓ Fix leaky faucets
- ✓ Install an aerator on the faucet to conserve water

### 4. In the Laundry Room

- ✓ Wash clothes in cold water as much as possible
- ✓ Avoid overloading your dryer
- ✓ Hang your clothes up immediately after using the dryer to avoid ironing
- ✓ Clean the lint filter after each use

### 5. Outside

- ✓ Consider a natural gas grill for convenience, there's no mess and no tank exchange
- ✓ Grill cooking uses less energy than other cooking methods
- ✓ Cover your pool and spa when not in use

### 6. Other Areas Throughout Your Home

- ✓ Install "SMART" thermostats to help regulate your home's temperature throughout the day
- ✓ Keep shades on the sunny side of the house open during the winter and closed during the summer
- ✓ Use weather-stripping around windows and doors to prevent air leaks
- ✓ Use low-watt bulbs for decorative and protective lighting, and high-watt bulbs for reading

For more ways to save, visit  
[virginianaturalgas.com/energyefficiency](http://virginianaturalgas.com/energyefficiency)