



We listened...

We've lowered our convenience fees for monthly bill payments and more positive changes are on the way. This means you'll have a little bit more money to keep in your pockets when paying your natural gas bill.

See below chart for more details.






What's new?

Credit and debit card payments:

\$2.50 fee for all channels, except AutoPay

Checking and savings account payments:

NO FEE for My Account

	Payment Types	Payment Channels				Payment Fees as of June 1
	Check/Money Order	Mail				No Fee
	Credit/Debit Card \$4,000 transaction limit	Auto Pay				No Fee
	Checking/Savings Account	Mail-In Payments	Online Banking	Auto Pay	My Account	No Fee <i>New! For My Account</i>
		Email (eBill) Paperless	Mobile Wallet (moBill) Paperless	Phone via contact center agent or self-service system		<i>New!</i> \$2.50
	Credit/Debit Card <i>New! \$1,500 transaction limit</i>	Email (eBill) Paperless	My Account	Phone via contact center agent or self-service system		<i>New!</i> \$2.50
		Mobile Wallet (moBill) Paperless				
	Cash	Authorized Payment Locations				Varies

Coming August 2021!

No convenience fees for checking and savings account payments made through all payment channels!

Credit/Debit Card AutoPay
\$1,500 transaction limit

To learn more about billing and payment options, visit the below appropriate site:

Residential customers

virginiannaturalgas.com/residential/paymentoptions

Commercial customers

virginiannaturalgas.com/business/paymentoptions