

Understanding Your Bill

Gas Supply Charge: Covers the actual cost of the natural gas we purchase for you to use in your home & business. This charge, called the Quarterly Billing Factor (QBF), includes no mark up and passes through the actual costs incurred by Virginia Natural Gas.

Delivery Charge: Covers our costs to operate and maintain the pipeline distribution system that brings gas to your home or business. This charge is made up of two components on your bill – a customer charge and a consumption charge.

(Rates for consumption as of November 1, 2020)

<i>Schedule 1: Residential Firm Gas</i>	
<i>Sales Service</i>	
Customer Charge	\$11.18
Consumption in ccf	\$0.65994
<i>Schedule 2.B: General Firm Gas Sales</i>	
<i>Service Small Commercial & Industrial</i>	
<i>Accounts with up to 4,000 CCF</i>	
<i>Annual Consumption</i>	
Customer Charge	\$21.39
Consumption in ccf	
First 500 ccf.....	\$0.39567
Over 500 ccf.....	\$0.33308

<i>Schedule 2.A: General Firm Gas</i>	
<i>Sales Service</i>	
<i>Generator Only Accounts</i>	
Customer Charge	\$20.21
Consumption in ccf	\$0.16436
<i>Schedule 2.C: General Firm Gas Sales</i>	
<i>Service Large Commercial & Industrial</i>	
<i>Accounts with Greater than 4,000 CCF</i>	
<i>Annual Consumption</i>	
Customer Charge	\$41.60
Consumption in ccf	
First 500 ccf.....	\$0.41246
Next 4,500	\$0.29718
Over 5,000	\$0.23771

the allowed amount or a surcharge when the actual revenue is less than allowed. The CPR is calculated by multiplying your consumption by the CPR factor found on our website.

Weather Normalization Adjustment (WNA): A WNA factor adjusts your delivery charge during the winter months for fluctuations from normal weather. A WNA reduces your bill in colder-than-normal weather and adds a surcharge in warmer-than-normal weather. No WNA occurs in normal weather. The WNA factor is only applied to the weather sensitive portion of your bill.

– **Residential:** The WNA factor is only applied to the weather sensitive portion of the bill defined as all usage in excess of 9 ccfs.

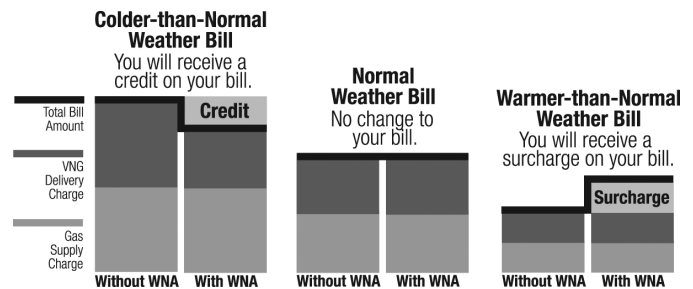
– **Commercial:** The WNA factor is only applied to the weather sensitive portion of the bill defined as all usage in excess of the Base Use.

Heating Degree-Days (HDD): Heating degree-days are calculated by subtracting the average temperature for the day from 65°F. The 65°F is used as the base temperature because most homes and buildings would be comfortable and energy efficient at 65°F.

National Oceanic & Atmospheric Administration (NOAA): Heating degree day statistics provided by NOAA, a government agency that tracks weather conditions, are used to calculate the WNA factor.

Normal Weather: An average of actual temperatures in our service area over a 30-year period.

How the Weather Normalization Adjustment Changes Your Bill



Applicable riders include the SAVE Plan, CARE Plan and WNA. For details on each, visit virginianaturalgas.com

SAVE Plan Rider: In August 2012, the State Corporation Commission approved Virginia Natural Gas Inc.'s request to recover the cost of its plan to accelerate the replacement of pipeline infrastructure in accordance with Va. Code § 56-603. The Company's SAVE Plan Rider and all rates are approved annually by the Virginia State Corporation Commission.

Care Plan Rider (CPR): The CARE plan allows the Company to implement important conservation initiatives while also continuing to recover the distribution costs of providing natural gas service to customers as well as CARE program costs. The CPR ensures we recover the allowed revenue per customer and the costs of implementing the Plan as approved by the State Corporation Commission. The CPR is a credit when the actual distribution revenue exceeds

Reading Your Gas Meter

Your gas meter measures the amount of natural gas you use in your home in hundreds of cubic feet or ccf. The dials on your meter work something like a car's odometer. The pointer on each dial advances one number when the pointer on the dial to the right makes a complete revolution. Each dial accounts for one digit of the meter reading.

Reading your meter is not difficult if you follow these simple steps:

- ◆ Always read and record the meter readings from right to left.
- ◆ When the dial hand is between two numbers, always record the smaller number. The only exception is when the dial is between the 9 and 0. In that case, 9 is the lower number.

From right to left:

Dial A: The hand appears to be directly on 5. Because there is no dial to the right to check, then the number is 5.

Dial B: The hand is between 9 and 0, so this dial should be read as 9. (This dial goes counterclockwise.)

Dial C: The hand appears to be directly on 4. Check Dial B. It has not passed 0, so Dial C should be read as 3. (This dial goes clockwise.)

Dial D: The hand is between 1 and 2, so this dial should be read as 1. (This dial goes counterclockwise.) The correct reading for the sample meter is #1395.

Payment Options

Go Paperless! No matter how you pay, remember that you can always receive a secure email notification when your monthly bill is ready for viewing and paying. Visit virginianaturalgas.com/paperless to sign up today.

MAIL

An envelope is included with your bill for your convenience. To help us credit your account quickly and accurately, please return the remittance coupon along with a check or money order. Be sure to include your account number for quick processing. Make your check or money order payable to Virginia Natural Gas and send to: **PO Box 5409, Carol Stream, IL 60197-5409.**

Note: Mailed check payments authorize us to make a one-time electronic debit or debit re-presentment from your bank in the amount designated. Visit virginianaturalgas.com or call 1.866.229.3578 for more information.

PHONE

Pay your bill by calling 1.866.229.3578 and follow the prompts. Note that our third party payment vendor charges a convenience fee.

ONLINE

Visit virginianaturalgas.com/myaccount and use your savings, checking or credit card account. Note that our third party payment vendor charges a convenience fee.

AUTOPAY

Our AutoPay Plan lets you pay your bill automatically through a direct debit from your bank account. It's fast and secure – and free to enroll and use.

IN PERSON

For a list of walk-in payment locations, visit virginianaturalgas.com or call Customer Care at 1.866.229.3578.