

Helping You Manage Your Energy Bills

Your wellbeing is central to every decision we make at Virginia Natural Gas. As the impacts of the coronavirus (COVID-19) continue to unfold, we are assessing the needs of our customers and communities to make sure we're providing all the support we can. If you're facing financial hardship due to COVID-19, we're here to help by connecting you to energy assistance, offering extended payment options and providing energy-saving measures.

Energy Assistance Resources

211 Virginia

211 Virginia helps to connect customers to energy assistance resources in their local area to help them pay their bills. Contact 211 Virginia (dial 2-1-1) for a list of local resources and funding available for emergency assistance. Help is available 24/7. Visit 211virginia.org



Salvation Army EnergyShare

Virginia Natural Gas and our customers donate funding each year for the EnergyShare program, which is administered by the Salvation Army and offers bill payment assistance to residential customers in need.

Since the crisis began, VNG has worked with the Salvation Army to modify the eligibility criteria in order to assist more customers who may be experiencing economic hardship during this time.

Contact your local Salvation Army to make an appointment.

- South Hampton Roads: **757.543.8100**
- Suffolk: **757.539.5201**
- On the Peninsula: **757.838.4875**

Cooling Assistance

Cooling Assistance can assist income-eligible households offset expenses associated with cooling your home. Applications are accepted through August 15 and may be taken over the phone at **855.635.4370** (Mon.-Fri. 7 a.m. – 6 p.m.) <https://www.dss.virginia.gov/benefit/ea/>

LIHEAP Energy Assistance Funding (CARES Act)

The federal Low Income Home Energy Assistance Program (LIHEAP) helps those in need pay their heating expenses. The federally funded assistance helps manage costs associated with home energy bills, weatherization and more. The annual enrollment period begins the second Tuesday in October and runs through the second Friday in November. Additional funds may be available through the CARES Act.

For updates and additional information, call **800.230.6977**, option 8 or visit dss.virginia.gov/benefit/ea

Extended Payment Arrangements

To further assist our customers through the current effects of the COVID-19 pandemic, VNG is offering extended payment plan options up to 12 months for customers in need with no down payments.

These measures are designed to help customers avoid service disconnections and lower monthly payments by spreading out costs over time. Visit virginianaturalgas.com to establish a payment arrangement online.

Additional Ways to Save

Energy Efficiency Program

Saving energy saves money. Our Energy Efficiency Program offers a FREE online home energy audit that's quick and easy to complete and provides a detailed report on ways to save energy in your home. You can also request a FREE energy-savings kit mailed directly to your home that's filled with items to help you get started on your path to energy savings. For additional energy-saving tips and to take the audit and request your free kit, visit virginianaturalgas.com/energyefficiency.

Credit Counseling Assistance

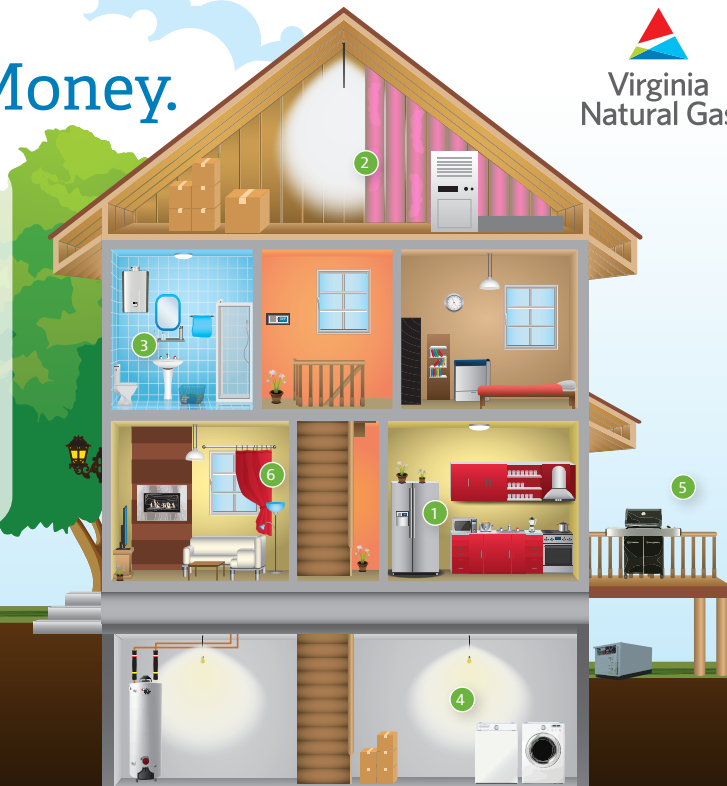
If you or someone you know is having trouble paying bills, reach out to ClearPoint, a national, nonprofit credit counseling agency at **800.251.2227** (**866.559.8198** for Spanish) or visit ClearPoint's website. (Usted puede visitar la versión del español Idioma del sitio haciendo clic aquí.) virginianaturalgas.com/energyassistance

Save Energy. Save Money.



Energy
Efficiency
Program

With the family spending more time at home these days, you're probably using more energy than normal. Now is the time to take control of your energy bills by taking these simple, convenient steps 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

Free online home energy audit and energy-savings kit!

Complete our FREE and easy online home energy audit in as little as seven minutes to receive a comprehensive report that includes recommendations for saving energy in your home. We'll then send you a FREE energy-savings kit that includes a self-adhesive door sweep, a 30' roll of rope caulk and a 17 ft. roll of v-seal weather strip.

For more ways to save, or to take the audit, visit virginiannaturalgas.com/energyefficiency