

PAYING YOUR BILL . . .

This bill may be paid at any authorized payment agency. Be sure to bring the entire bill when paying in person. For the location of a payment agency near you, please visit www.dom.com or call the number listed at the top right corner on the front of this bill. Also, pay online anytime at www.dom.com via debit/credit card or electronic check, or call BillMatrix Corporation, toll free at 1-800-573-1165. **Service fee applies.**

For your own protection, **do not send cash through the mail.** Allow six (6) days for payments to be applied to your account. Please record your account number on your check or money order and mail to Dominion Hope, PO Box 26783, Richmond, VA 23261-6783. Do not include correspondence with your payment. There is a \$15.00 returned check fee.

ELECTRONIC CHECK CONVERSION – When you provide a check as payment, you authorize us either to use information from your check to make a one-time electronic fund transfer from your account or to process the payment as a check transaction. When we use information from your check to make an electronic fund transfer, funds may be withdrawn from your account as soon as the same day we receive your payment, and you will not receive your check back from your financial institution. If you do not want your check converted or have question, please call the number on the front of this bill.

HOW TO REACH US . . .

By Internet – Visit us online at <http://www.dom.com> to 'Manage Your Account' 365 days a year!

By Phone – To contact Dominion Hope about your bill or service, please call us at the number listed at the top right corner on the front of this bill or 304-623-8600. Our office hours are 7:00 a.m. – 7:00 p.m., Monday – Friday.

For Hearing-Impaired Customers – Dominion Hope customers with a Telecommunications Device for the Deaf (TDD) can reach us directly by calling 1-800-395-3490.

By Mail – Write to Dominion Hope, PO Box 26666, Richmond, VA 23261-6666. Please do not include payment with your correspondence.

Emergency Calls: 1-800-934-3187, 24 hours a day, 7 days a week.

SPECIAL SERVICES . . .

Budget Plan – This is an optional plan that allows you to pay your yearly gas bills by spreading the costs more evenly over twelve months. Please call us for more information.

Current Plus Plan – This is an optional payment plan provided to customers facing collection action due to a past-due balance. Call our office for help or additional information.

EnergyShare – This fuel fund is administered by the Salvation Army, and funding is provided to customers needing assistance. Applications are available at local Salvation Army offices.

20% Discount – Eligible customers who are certified by the WV Department of Health and Human Services to be recipients of (1) Supplemental Security Income (SSI); (2) Aid to Families with Dependent Children, "the WV Work Program" (ADCW); or (3) Food Stamps and are 60 years of age or older, may be eligible to receive a 20% discount on gas bills during the winter months.

Third Party Service – An injury, illness or vacation could prevent you from reading your mail as you normally would. At your request, we will send a copy of any past-due notice to a person of your choice.

Meter Reading Cards – At your request we will send you special postcards to use when you read your meter for us. You may enter a meter reading online at www.dom.com, call us with the reading or return the postcard.

Large Print Bill – Upon request, we will provide certified visually impaired customers with a large print gas bill.

UNDERSTANDING YOUR BILL . . .

Rate Schedules – Rates on the front of this bill are as follows:

- RS - Residential Service
- SGS - Small General Service
- RS AC - Residential Service with Air Conditioning
- SGS AC - Small General Service with Air Conditioning

Air Conditioning Charge is a special rate available to customers receiving service for gas used for air conditioning during the five (5) billing months, falling most nearly within the period May 1 through September 30, inclusive, of each year.

Monthly Service Charge – Dominion Hope incurs certain fixed costs each month regardless of the amount of gas used by its customers. The monthly service charge covers part of these ongoing costs. This charge includes such things as meter reading, billing, customer accounting, operating and maintenance expenses.

Service/Reconnection Charge – Each time the Company responds to a request to re-read a meter and the original read is determined to be accurate, to reconnect service, or to initiate service in a new or different name at an existing location and a premise visit is required, a charge of \$30.00 shall apply. If service is discontinued at the request of the customer, the Company may refuse service to such customer at the same premises within eight (8) months of such disconnection unless it shall first receive payment of both the reconnect charge and all monthly customer charges for the period service was disconnected.

Meter Reading – Meters are generally read bi-monthly. Bills are rendered monthly. During the months when a meter is not read, usage will be estimated based on factors such as previous usage history, number of days in billing cycle, and the effects, if any, of abnormal weather conditions. The bill will indicate if an actual or estimated reading was used to determine the gas usage.

Municipal Surcharge – A Municipal Surcharge is a tax or fee paid by Dominion Hope to cities it serves. Dominion Hope is permitted to recover this fee from residents of those cities.

Excise Tax – Many cities levy an excise tax on public utility bills paid by residents of those cities. In this instance, Dominion Hope collects this tax for the cities.

Late Payment Charge – A late payment charge of 1% will be added monthly to outstanding balances that exceed \$500.

For additional information on any of the above listed services, you may call the toll free number listed on the front of this bill or 304-623-8600.

Form No. 721024(Apr 2006)

If you are moving, or wish to change the name on your account, please call our Customer Service Center telephone number listed on the front of your bill or in your local directory.

If you **are not** moving but wish to change the address where you receive your mail, or if your **address changed** as a result of a **new 911 telephone system**, please enter your new address below.

Please check **one** of the following boxes:

- Address change is both **service** and **mailing** address
- Address change is **service** address only
- Address change is **mailing** address only; if temporary – Expiration Date

Month	Day	Year

House No.	N, S, E, W, NW, SE, etc.	Street Name / P. O. Box Number	Blvd., Cir., Dr., Ln., Pl., Rd., St., etc.	N, S, E, W, NW, SE, etc.
Apartment No.	City	State	Zip Code (Zip +4)	

The information provided above is **confidential** and strictly for internal use by Dominion Hope.