



# NEED HELP WITH HEATING BILLS?



## Electronic payments: *easy, fast and free!*

Join the 5,000 customers who receive their bill electronically and get instant access to 12 months of their bill and usage history.

Make your bill payment super-easy by combining eBill with our bank-draft program.

For information, visit [www.dom.com](http://www.dom.com). Search: *eBill*.



Customer service inquiries:

[www.dom.com](http://www.dom.com) or 1-800-688-4673

If you have anxiety about paying winter heating bills and think you may need help, please check to see if you qualify for energy assistance.

In the **20% Low Income Discount** program, eligible customers can get 20 percent deducted from their natural gas bills for the billing months of December through April.

To be eligible, customers must receive either: Supplemental Security Income; Aid to Families With Dependent Children under WV Works; or food stamps (and must be age 60 or older for the 20-percent program).

Applications should be sent to Dominion Hope, P.O. Box 2868, Clarksburg, WV 26302.

Call **1-800-688-4673** for information.

Also, annual grants of between \$100 and \$500 for eligible customers are available through the **West Virginia Utility Assistance Program**.

To apply, please contact your local Salvation Army. The Salvation Army social workers also may be able to refer you to other available programs.

To help even out your natural gas bills, consider Dominion's **Budget Billing** program. With budget billing, your bill is determined by averaging your gas usage over the past 12 months and adjusting it for current rates.

To learn more, please visit [www.dom.com](http://www.dom.com). Search: *budget billing*.

Also, consider combining budget billing with bank drafting, where your payment is deducted from your bank account each month.



## Online safety for kids

On the Dominion website, *Natural Gas Safety World* uses information, experiments, games and activities to teach children natural gas science and safety.

Visit [www.dom.com](http://www.dom.com). Search: *safety world*.



## Keep your furnace healthy

Before winter, have a qualified professional service your furnace and inspect your other natural gas appliances.

An inspection helps ensure reliable heat and can prevent potential carbon-monoxide problems. Your contractor should:

- *Check the ignition, flame, pilot safety and chimney draft.*
- *Inspect the heat exchanger.*
- *Clean and lubricate the fans and fan motors, if required.*
- *Inspect the chimney and venting system.*
- *Check the pilot light, unless your furnace features pilotless ignition.*
- *Check the safety controls.*

Replace your furnace filters at least three times during the heating season.

And, to help air flow properly, keep your heat registers and cold-air returns clean and clear of furniture and draperies.



## Grants awarded to colleges

Three West Virginia colleges are \$100,000 richer today thanks to grants from the Dominion Foundation. Recipients include:

- *Eastern West Virginia Community and Technical College was awarded \$40,000 to help promote and support entrepreneurial activities in the college's six-county service district.*
- *Glennville State College Foundation was awarded \$35,000 to prepare and enhance student technological and critical thinking skills in natural resource management.*
- *West Virginia University was awarded \$25,000 so that a mobile classroom can travel to events and schools throughout the state.*

To see a list of all the recipients, visit [www.dom.com](http://www.dom.com). Search: *grants*.



## Take the bite out of meter reading

Dog bites cause injuries to our employees every year. Help prevent accidents by keeping your pets restrained when we read your meter.

On your meter-reading days, please keep your dog under control in an area away from the meter.

Your next meter-reading date is located at the top of your bill. Your bill can be found online at [www.dom.com](http://www.dom.com). Search: *MYA*

## Prevent water pipes from freezing

Frozen water pipes can cause an array of problems—from burst plumbing pipes to damaged walls, ceilings and floors.

So, before colder temperatures take hold, take time to make sure your water pipes do not freeze this winter:

- *Wrap pipes near outer walls, in crawl spaces and attics with pipe insulation.*
- *If you plan to be away from home for an extended period, make sure the heat is still on so your pipes will not freeze.*

For more information about Dominion, visit [www.dom.com](http://www.dom.com). To contact us, please write to:

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