

# Helping you manage your energy bills

You deserve peace of mind when it comes to paying your energy bills. If you're facing financial hardship and need bill-pay assistance, you don't have to face this challenge alone. Let us help you fuel forward by connecting you to a variety of energy assistance programs and resources that may be able to assist you in your time of need.



## Low Income Home Energy Assistance Program

The federal Low Income Home Energy Assistance Program (LIHEAP) helps those in need pay their energy expenses. For heating bill expenses, the annual enrollment period typically begins the second Tuesday in October and runs through the second Friday in November. A past-due balance or disconnection notice is not needed for eligible customers to apply for LIHEAP assistance. Call **800.230.6977** and select **option 9** or visit **dss.virginia.gov** for more information.

## 2-1-1 Virginia

2-1-1 Virginia connects customers to energy assistance and other resources to help with basic needs in their local area.

## Extended Payment Arrangements

We offer extended payment arrangements for eligible customers with past-due balances to give them more time to pay their bill and help them avoid a service disconnection.

Visit [virginiannaturalgas.com/myaccount](https://virginiannaturalgas.com/myaccount) to check your eligibility for a payment arrangement.

## EnergyShare Program

Virginia Natural Gas and our customers donate funding each year to EnergyShare, a program administered by the Salvation Army that provides eligible customers with funding to help pay their Virginia Natural Gas bill. We've worked with the Salvation Army to modify the eligibility criteria to assist more customers who may be experiencing economic hardships, like seniors and veterans.

**Contact your local Salvation Army to make an appointment.**

- South Hampton Roads: **757.543.8100**
- Suffolk: **757.539.5201**
- Peninsula: **757.838.4875**
- Williamsburg: **757.229.6651**



## Budget Plan

We're here to help you manage your bill. If you want to avoid unpredictable bills from month to month by paying a budgeted amount based on your actual usage, enroll in our Budget Plan. Note, only customers current on their bill are eligible to enroll. For more details about how we determine monthly Budget Plan amounts, which we also review and may adjust every three months, please visit [virginiannaturalgas.com/budgetplan](https://virginiannaturalgas.com/budgetplan).

To enroll, visit [virginiannaturalgas.com/myaccount](https://virginiannaturalgas.com/myaccount) or call **866.229.3578**.

Learn more about **Bill Payment Assistance Programs**



# Save Energy. Save Money.



Energy  
Efficiency  
Program

Take control of your energy bills by implementing these simple, convenient steps around your home 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

For more ways to save, visit  
[virginianaturalgas.com/energyefficiency](http://virginianaturalgas.com/energyefficiency)