

## Virginia Natural Gas Residential Disconnection for Nonpayment Policy

Virginia Natural Gas (“VNG” or the “Company”) works with residential customers to satisfy past-due bills and connect them to a variety of assistance resources, including payment options, payment arrangements, and bill payment assistance programs. VNG only implements disconnection procedures after payment collection efforts have been unsuccessful.

### **Disconnection Notices for Nonpayment**

VNG provides notices to residential customers of nonpayment of bills or fees ten (10) days prior to the date of a pending disconnection. Such notices are provided by U.S. mail addressed to the customer’s mailing address shown on the record of the Company. In addition, electronic notices by email [if an email address for the customer is known] as well as phone notices by outbound dialers are also shared with customers.

Through disconnection notice channels or agent interactions, VNG customers are informed about bill payment assistance options, such as payment arrangements or income-qualified financial assistance program grants. Customers also are made aware of ways to manage their bill, such as through a Budget Plan or energy savings programs.

### **Disconnection for Nonpayment**

VNG reserves the right to discontinue natural gas service for residential customers when payment of bills or fees are not received by the due date indicated on U.S. mail or email disconnection notices.

VNG will not disconnect natural gas service for a residential customer for nonpayment of bills or fees on Fridays, weekends, state holidays, or the day immediately preceding a state holiday.

### **Weather Disconnections**

VNG will not disconnect natural gas service for a residential customer when the forecasted temperature is at or below 32 degrees Fahrenheit within the 24 hours following the scheduled disconnection.

### **Major Events – Storms / States of Emergency**

VNG continuously evaluates severe weather and other potential events for the safety of customers and employees. The severity of an event may result in pausing disconnections.

In the case of any state of emergency declared by the Governor in response to a communicable disease of public health threat, VNG will suspend disconnections of natural gas service for residential customers for nonpayment of bills or fees upon the declaration of such emergency.

### **Assistance Programs**

VNG connects its customers to a variety of bill payment assistance and bill management resources.

Deferred Payment Arrangements are available to eligible customers with past-due balances to give them more time to pay their outstanding balance, bring their account current, and help them avoid a service disconnection.

Customers also may be eligible to receive bill payment assistance through VNG's EnergyShare Program, the federal Low Income Home Energy Assistance Program (LIHEAP), 2-1-1 Virginia or Crisis Assistance.

VNG's Budget Plan allows customers to avoid unpredictable bills from month to month by paying a budgeted amount based on their actual usage.

More information about VNG's Budget Plan, Deferred Payment Arrangements, and other energy assistance programs and resources is available at [www.virginianaturalgas.com](http://www.virginianaturalgas.com).

### **Emergency Disconnections for Health and Safety**

The health and safety of VNG employees and customers is paramount. VNG reserves the right to disconnect natural gas service without notice in the event that the customer's piping, equipment, and appliances are not safe or suitable for receiving natural gas or when the customer's use of natural gas or equipment interferes with, or is detrimental to, the supply of natural gas by VNG to another customer. Also, disconnections for meter tampering can occur, as such activity can cause a potentially unsafe condition.

VNG's disconnection for nonpayment policy is in accordance with Va. Code §§ 56-245.1:3, 56-245.1:4, 56-247.1, and the Company's Terms and Conditions as approved by the State Corporation Commission of Virginia. A copy of VNG's disconnection for nonpayment policy is available online at <https://www.virginianaturalgas.com/residential/billing-and-payment-options.html>.