

# Customer Communications Plan & Rebranding Update

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An overview of communications and rebranding efforts regarding  
the transition from Dominion Energy to Enbridge Gas


OCT. 25, 2024




# Transition preview

## Email to customers

Slated for Oct. 30 or 31, this email will be sent to customers announcing a few items to be aware of regarding rebranded bills, payee name, new website and the mobile app.





**It's a season of change**  
Here's what you should know

**Your next bill will say Enbridge Gas**

Beginning in November, your natural gas bill (paper or eBill) will have an Enbridge Gas logo. Your bill's layout and general details are unchanged.

**Update your payment information**

When paying your bill, we ask that you **change the payee name to Enbridge Gas**. The payee is the entity you pay for service. All other payment and account information remains the same, including your natural gas account number.

No changes are needed if you currently utilize automatic payments.

If you pay by **mailing a check** or at an **authorized pay station**, please make payments to Enbridge Gas.

If you pay your bill **manually via bank pay**, please update the payee to *Enbridge Gas UT WY ID*. Don't worry if your bank doesn't currently show this payee option—we will still receive your payment with the existing payee.

**Please be assured that regardless of your preferred payment method, the payee name will not affect how your natural gas payments are received or processed.**

**A new website is coming**

You will soon be able to visit **enbridgegas.com** to:

- Access your account
- View your bill
- Make payments
- Find helpful resources

By November, customers in Utah, Wyoming and Idaho will be redirected to the Enbridge Gas website when visiting Dominion Energy's website.

**Continue using the mobile app**

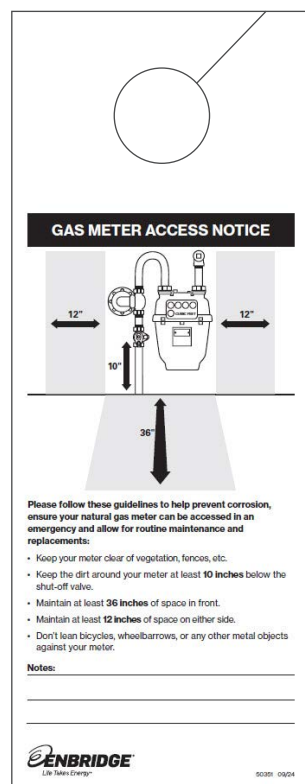
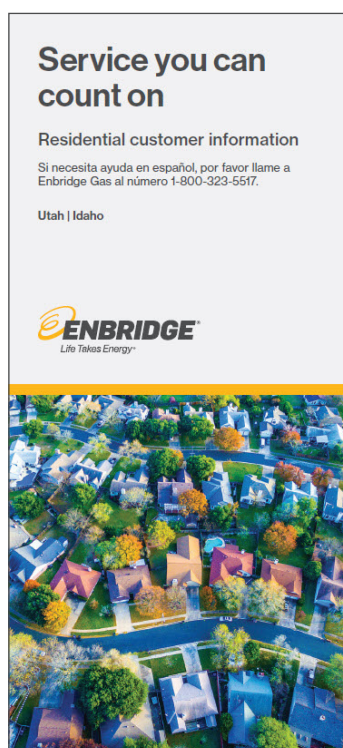
Please continue using the Dominion Energy app for mobile access your natural gas account. More information on your mobile app experience will be provided at a later date.

# Transition preview

## Mass rebranding efforts

Efforts are well underway to rebrand customer-facing items and facilities by end of November:

- Employee apparel and personal protective equipment
- Company buildings
- Facilities and CNG stations
- Forms, door hangers and brochures
- Company vehicles and equipment





# Transition preview

## DominionEnergy.com homepage

This feature is currently on the homepage to give customers a heads up about the upcoming website change.

Beginning Oct. 30, customers from Utah, Wyoming and Idaho will automatically be redirected to enbridgegas.com and immediately see a welcome message on that homepage.

**Note:** The website experience and navigation on enbridgegas.com will largely mimic dominionenergy.com to make it easier for customers to find what they need.



# Transition preview

## DominionEnergy.com transition webpage

The homepage feature directs customers to the transition webpage with this prominent message at the top.

Utah

## Dominion Energy is now Enbridge Gas in Utah, Wyoming and Idaho

On June 1, 2024, Dominion Energy's natural gas distribution business in Utah, Wyoming, and Idaho joined Enbridge Inc., and will do business as Enbridge Gas Utah, Enbridge Gas Wyoming, and Enbridge Gas Idaho.

### New Website Coming Soon for Utah, Wyoming and Idaho

If you're a customer in Utah, Wyoming and Idaho, you will soon be able to visit [enbridgegas.com](https://enbridgegas.com) to:

- Access your account
- View your bill
- Make payments
- Find helpful resources

This November, customers in Utah, Wyoming and Idaho will be redirected to the [Enbridge Gas website](https://enbridgegas.com) when visiting Dominion Energy's website.

# Transition preview

## Over-the-phone sequence

In November, references to Dominion Energy will be removed from the phone experience. Transition messages ("formerly Dominion Energy in Utah, Wyoming and Idaho") have been in place since June 2024.

The hold-queue message will address the payee change.



### **Call menu**

*Thank you for calling Enbridge Gas.*

- *To report a gas-line break or gas odors, press 1.*
- *To make a payment by phone, press 2.*
- *For service, information on your account, or any other questions, press 3 or stay on the line.*
- *Para Espanol oprima numero quattro.*
- *To be transferred to a third-party home-warranty provider called HomeServe, press 5.*
- *To repeat this menu, press 0.*



### **Hold-queue message**

*If you pay your bill manually via bank pay, mailing a check, or at an authorized pay station, we ask that you change the payee name to Enbridge Gas. The payee is the entity you pay for service.*

*Please be assured that regardless of your preferred payment method, the payee name will not affect how your payments are received or processed.*

*No changes are needed if you currently utilize automatic payments. All other payment and account information remains the same, including your natural gas account number.*




### **Answering script**

*Enbridge Gas, this is \_\_\_\_\_. How may I help you?*

# Transition preview

## Customer account portal | pre-login

On Oct. 30, the self-service customer account portal will be rebranded with an Enbridge look and feel.

**GAS ACCOUNT CENTER**  
Idaho, Utah, Wyoming

**Sign In**  
Contact us

## Account Center Access

If you are a new user, [click here](#) to register.

Please enter your User ID and Password to sign in. Remember, User ID and Password are case sensitive.

User ID or Account Number:

Password:


[Forgot my User Id?](#)  
[Forgot my Password?](#)

☐ Show Password

Sign In

Cancel

Need your account number? [Click Here](#)




New name, same reliable service.  
[Learn more >](#)

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# Transition preview

## Customer account portal | post-login

On Oct. 30, the self-service customer account portal will be rebranded with an Enbridge look and feel.



**GAS ACCOUNT CENTER**  
Idaho, Utah, Wyoming



Sign out  
Contact us

Account Number:  
Account Name:

My Account | Billing and Payment Detail | Services and Options | ThermWise | Profile

**My Account**  
View my bill  
Pay my bill  
Ways to pay my bill  
Payment assistance  
Update profile  
ThermWise® Services  
Change password  
Help others in need  
Support CarbonRight  
Support GreenTherm  
Contact us

Dominion Energy is now **Enbridge Gas** in Utah, Wyoming, and Idaho  
Learn more >


**My Account**  
**Summary**  
Total Due by: 10-25-2024  
**\$15.61**  
 **Pay my bill**  **View my bill**  
[Understand my bill](#)

**Recent Account Activity**








10-03-2024	Billed Charges	\$15.61
09-27-2024	Payment Received	\$-16.24
09-05-2024	Billed Charges	\$16.24
08-27-2024	Payment Received	\$-16.22
08-05-2024	Billed Charges	\$16.22
07-25-2024	Payment Received	\$-21.24
07-03-2024	Billed Charges	\$21.24
06-17-2024	Payment Received	\$-47.59
06-06-2024	Billed Charges	\$47.59
05-28-2024	Payment Received	\$-47.39


**Auto Pay Scheduled**  
\*\* Payment activity for today will not show up until tomorrow.


**Addresses**  
Service Address:  
Mailing Address:  
E-mail Address:

**Start, stop or move service**

**Other Services**

 **Profile**  **Manage Auto Pay**  **Manage My eBill**  **Enroll in a Budget Plan**  **Support GreenTherm**  **Support CarbonRight**  **View Gas Usage**



**New name, same reliable service.**  
Learn more >  


Contact us | Legal | Privacy Policy  
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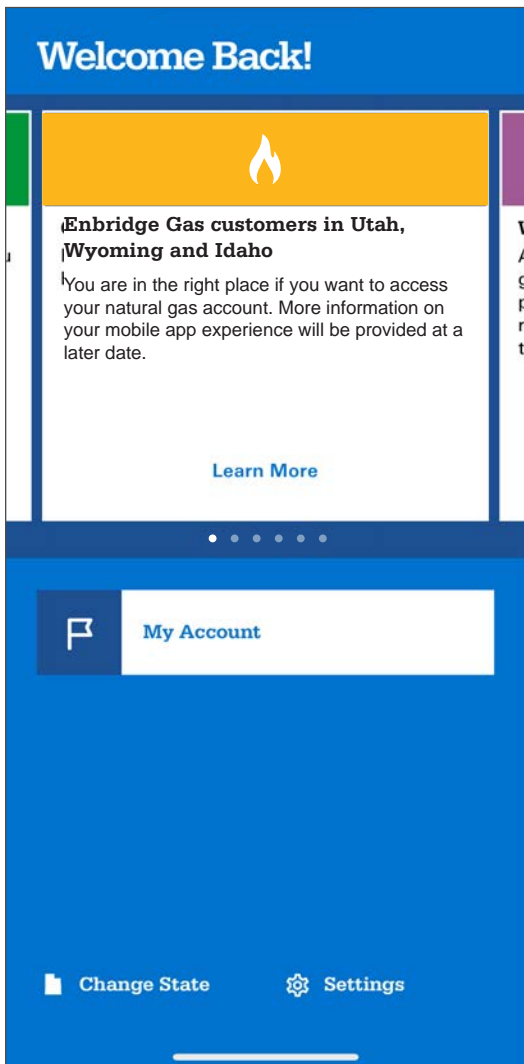


# Transition preview

## Mobile app

On Oct. 30, the post-login mobile app experience will be Enbridge branded.

**Note:** Customers will continue to use the Dominion Energy app for mobile access to their account. The message below will appear to reassure customers they are in the right place.





# Transition preview

## Payment website


On Oct. 24, the SpeedPay payment portal where customers can pay via credit card was rebranded.

BACK TO ENBRIDGE GAS







PAY BILL




WALLET



RECURRING



PAY-BY-TEXT



PAYMENT HISTORY

LOG OUT

ACCOUNT NUMBER: 4808368313

1

Personal Information

▼

All fields are required unless marked optional

NAME

Dana Ivins

EMAIL

ENTER PRIMARY EMAIL

☐ Update Your Profile

NEXT STEP

2

Payment Method

3

Payment Information

CUSTOMER COMMUNICATIONS PLAN & REBRANDING UPDATE

# Transition preview

## Customer newsletter

November's bill will include the first fully rebranded customer newsletter. This is the second safety-themed edition of 2024, and includes information at the top regarding payee name and the new website.

### Customer Connection



#### Keep your meter clear of snow and ice

Your outdoor natural gas meter is designed to work in winter weather. However, heavy accumulations of ice can damage your meter and threaten your safety. Enbridge Gas asks that you follow these basic tips:

- ✓ Make sure your meter is free of clutter and obstructions, especially snow and ice.
- ✓ When clearing walks or drives, do not pile snow on or near the meter.
- ✓ Keep water from dripping from your roof and freezing on the meter.
- ✓ Carefully remove icicles and snow build-ups above the meter and on the meter.
- ✓ Ensure snow and ice aren't blocking exhaust vents or combustion air ducts as this could expose occupants to deadly carbon monoxide. Your natural gas appliances, including your furnace, fireplace, water heater and clothes dryer, require good ventilation to operate properly.
- ✗ Never kick or strike the meter to loosen built-up ice or snow.

Following these simple steps will reduce the risk of including natural gas leaks, and allow us to obtain reads from your meter. Report meter damage or gas immediately to Enbridge Gas by calling **800-767-1**. Visit [enbridgegas.com](https://enbridgegas.com) for more safety information.



For customer service, please call **800-323-5517** Monday through Friday, 7 a.m. to 6 p.m.



**ENBRIDGE**  
Life Takes Energy®

### Customer Connection

November 2024

#### Update your payment information

If you pay your bill manually via bank pay, mailing a check, or at an authorized pay station, we ask that you **change the payee name to Enbridge Gas**. The payee is the entity you pay for service.

Please be assured that regardless of your preferred payment method, the payee name will not affect how your payments are received or processed.

No changes are needed if you currently utilize automatic payments. All other payment and account information remains the same, including your natural gas account number.



#### New website for account access and resources

Please visit [enbridgegas.com](https://enbridgegas.com) to:

- Access your account
- View your bill
- Make payments
- Find helpful resources

Your login details remain the same with Enbridge Gas as they were with Dominion Energy. If you attempt to visit Dominion Energy's website as a customer in Utah, Wyoming and Idaho, you will automatically be redirected to the Enbridge Gas website for your convenience.

#### Natural gas is transported and delivered safely to you

According to the U.S. Department of Transportation, pipelines are the safest, most efficient and most reliable means of transporting natural gas. The American Gas Association estimates 2.5 million miles of underground pipelines deliver natural gas to customers throughout the country. While the design, construction, integrity and operation of pipelines are strictly regulated at both the state and federal level, hazards do exist and emergencies can occur. For decades, Enbridge Gas has been improving its system and replacing older pipe to ensure safe natural gas delivery to our customers. Statistics show the leading cause of pipeline damage, and subsequent safety hazards, is third parties (contractors, property owners, excavators, etc.) hitting pipelines while digging. Read on to learn how you can prevent, recognize and report such hazards.

#### How to identify an outside gas leak

The following signs may indicate a natural gas pipeline leak or failure:

	"Rotten egg" odor*		Continuous bubbling in wet, flooded areas
	Hissing, roaring or blowing sound		Fire at or near exposed piping
	Dirt being blown into the air		Flames coming from the ground
	Water being blown into the air at a pond, river or creek		Dead or brown vegetation in an otherwise moist or green field

From a safe place, see if you can spot a pipeline marker and call the emergency number or call 911 to report a leak or other natural gas emergency.

\* In its natural state, natural gas is odorless, colorless and nontoxic. Local utilities such as Enbridge Gas add an odorant to make leaks easy to smell. However, sometimes the smell of the odorant may be too weak to smell, even though there is a leak. If you suspect a leak for any reason, get to a safe place immediately and call the emergency number or 911. Call 800-323-5517 for a free scratch-and-sniff odorant brochure if you don't know the smell.

#### Call 811 before you dig

If you're planning a project that involves digging, remember to first call **811** at least two business days before you dig, grade or excavate. The national 811 number will connect you with your local line-location center. Knowing where lines are buried may protect you from injuries caused by accidentally hitting a gas, electric, cable, telephone, fiber-optic or other line. It can spare you repair costs and it's the law. After receiving your call, each participating utility will mark its line locations for free.



**811**  
Know what's below.  
Call before you dig.



**ENBRIDGE**  
Life Takes Energy®



Visit [enbridgegas.com](https://enbridgegas.com) for more information.

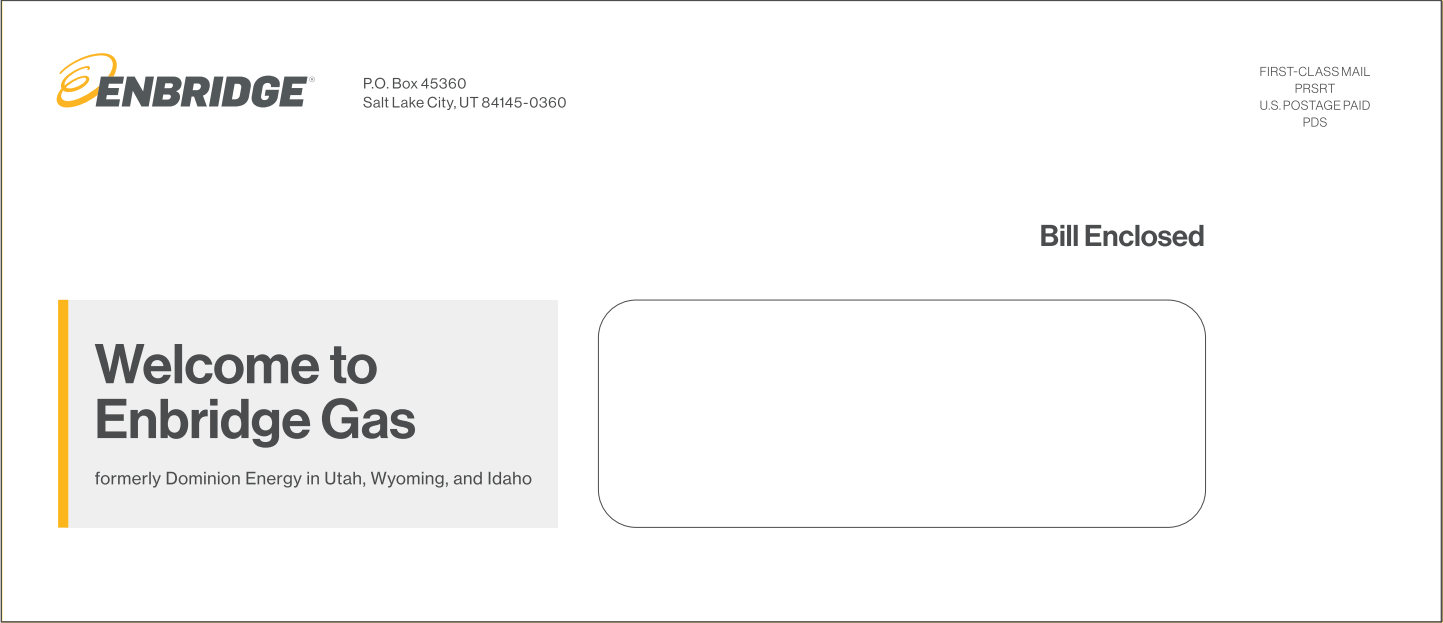
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# Transition preview

## Bill envelope (outer)

Bills in November and December will be in these transition envelopes welcoming customers to Enbridge Gas. There is a small reference below to Dominion Energy.








# Transition preview

## Customer eBill

Beginning Nov. 1, eBills will be rebranded with the Enbridge Gas name and logo. The layout and general information provided are unchanged from previous eBills.




This email is exclusively intended for:  
@name@  
Account Number:  
@accountnumber@\*\*\*\*

Your Enbridge Gas bill is ready for payment. To view your billing details, please **log in to your account**.


Paying your bill electronically ensures more timely and secure payment processing.

**YOUR AUTO PAY DETAILS**


**\$@billamount@**  
Payment Due: @duedate@




**Auto pay**




**Budget billing**




**Payment options**



**Energy assistance**



**Understand my bill**



**Prepare for colder weather**

Get your **furnace inspected** by a certified contractor to ensure it operates safely and efficiently all winter long.

**Customer Newsletters and Info**

Learn how to stay safe, save money and better manage your natural gas service

**Service You Can Count On**

Learn more about your customer rights and responsibilities as well as available resources

**Proper Appliance Adjustment**

A guide to keep your natural gas appliances working safely and efficiently year round

**Your Sustainability Toolkit**

Programs that help you save energy, reduce emissions and support renewable energy

**Contact Us**

Enbridge Gas (payments only)  
P.O. Box 27031  
Richmond, VA 23261-7031

If you mail a check, please include your 10-digit Enbridge Gas customer account number.

Please add us to your address book to prevent your eBill from being blocked or moved to a Spam folder.










To receive paper bills by mail, you may opt out of eBill.

[Privacy Notice](#)

# Transition preview

## Customer letters

By Nov. 15, letters and envelopes sent to customers will be rebranded with the Enbridge Gas name and logo.

  					
<p>Enbridge Gas 1140 West 200 South P.O. Box 45360 Salt Lake City, UT 84145-0360 1-800-323-5517</p>					
<p>XX/XX/XXXX</p> <p><b>URGENT NOTICE (AVISO URGENTE)</b></p> <p><b>Account:</b></p> <p><b>Service Address:</b></p>					
<p>One or more addresses associated with this account has a past-due balance. If you do not pay the past-due amount of <b>\$227.74</b> or make payment arrangements <b>within 10 days</b> of the date on this notice, natural gas service may be terminated. If arrangements are made and not honored, service may be terminated without additional notice. If the total past-due amount has been paid, please disregard this notice.</p> <p><b>Su servicio está en peligro de ser desconectado. Si necesita ayuda en español, visite <a href="http://enbridgegas.com">enbridgegas.com</a> o llame a Enbridge Gas al 1-800-323-5517, de lunes a viernes de 7 a.m. a 6 p.m.</b></p> <p>Paying your bill electronically allows for more secure and timely processing. For customer security and employee safety, Enbridge Gas does not accept payments at customers' premises. To make payment arrangements to pay your balance over time, please visit <a href="http://enbridgegas.com">enbridgegas.com</a> or call 1-800-323-5517.</p> <p><b>Payment options with no additional fee:</b></p> <ul style="list-style-type: none"><li>• Use online banking to make payments directly from your savings or checking account.</li><li>• Pay with electronic check on our website or through our mobile app.</li><li>• Mail a check or money order (for your protection, please do not send cash).</li></ul> <p><b>Payment options with a convenience fee:</b></p> <ul style="list-style-type: none"><li>• Pay with credit card or debit card over the phone or online.</li><li>• Pay with an electronic check over the phone.</li><li>• Pay in person at an authorized pay station (visit <a href="http://enbridgegas.com">enbridgegas.com</a> for locations).</li></ul> <p><b>PAYMENT HELP</b></p> <p>Assistance is available for qualifying customers and families struggling to keep up with home-energy costs. Please call 211 to learn more about energy-assistance programs in your area.</p>					
<p>10DayTerm</p>	<table border="1"><tr><td><p>P.O. Box 45360 Salt Lake City, UT 84145-0360</p></td><td><p>FIRST-CLASS MAIL PRSR U.S. POSTAGE PAID PDS</p></td></tr><tr><td colspan="2"></td></tr></table>	 <p>P.O. Box 45360 Salt Lake City, UT 84145-0360</p>	<p>FIRST-CLASS MAIL PRSR U.S. POSTAGE PAID PDS</p>		
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# Transition preview

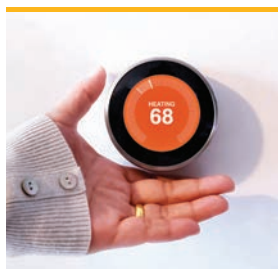
## Customer programs

ThermWise, CarbonRight and GreenTherm customer programs and marketing materials are being rebranded.

- ThermWise.com and the rebate portal will be rebranded in early November.
- CarbonRight and GreenTherm webpages will launch with enbridgegas.com content on Oct. 30.

### Your Sustainability Toolkit

Enbridge Gas offers voluntary programs to help customers live more sustainably. It's never been easier to reduce your energy usage, support renewable energy and offset your carbon footprint.



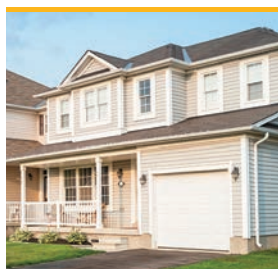
The ThermWise® program promotes the use of energy-efficient practices and rebates to reduce natural gas usage.

The program offers Home Energy Plans in which a home energy expert visits your home to conduct a thorough home energy efficiency analysis. ThermWise offers rebates for energy-efficient appliances and weatherization improvements that are available for existing homes, businesses and builders.



GreenTherm® is a voluntary program that provides you an opportunity to support the production of renewable natural gas.

Renewable natural gas, or RNG, is pipeline-quality gas produced from existing waste streams and a variety of renewable and sustainable biomass sources, capturing and using methane that would otherwise be emitted into the atmosphere.



The CarbonRight® program allows customers to voluntarily offset carbon emissions from natural gas usage in their home or business by supporting projects that reduce greenhouse gas emissions.

A typical residential customer can offset their entire natural gas carbon footprint by purchasing one \$5 block a month, achieving net-zero carbon emissions from natural gas usage.



Scan to learn more at  
[enbridgegas.com/URL](https://enbridgegas.com/URL)

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