

Important Notice Regarding Upcoming Rate Changes

For over 50 years, VGS has maintained competitive and affordable rates for its 55,000+ customers. As we work to enhance our customer service and make investments in safety and Vermont's clean energy future, we are committed to keeping those rates low for current and future customers.



We recognize that inflation has impacted the cost of many essential goods and services over the past several years. As an energy provider, we've also experienced cost pressures. VGS recently sought and regulators approved a rate increase of 9.42% to the Daily Access and Distribution Charges. With this increase, the cost for a typical residential customer will

increase by around \$8.09/month or \$97.12/year. These changes will be effective for bills rendered on and after November 1, 2024. For details of the formulaic adjustments that make up the change, please visit our website, where we have shared a web notice with additional information.

If you are worried about your ability to pay your VGS bill, we have the following resources to help manage your bill:

- **Energy Efficiency Programs:** A free energy evaluation or coaching call is a great first step to identify ways to reduce your heating bills. Contact VGS about ideas for saving energy and a description of our programs.
- **Budget Billing:** VGS can help set up Payment Plans to ensure a predictable monthly bill (no cold weather spikes).
- **Financial Assistance:** VGS has various Assistance Programs available to income qualified residential customers.
- **Online Account Access & Bill Payment:** Set up online access to be able to check your payments or pay your bill 24/7.

As always, we're committed to serving our customers. Please call us at (802) 863-4511 if you have any questions or would like to learn more about these or other options.



Stay Safe: Follow Federal Guidelines for Solar & Heat Pump Installations

At VGS, your safety is our top priority. If you're considering installing solar panels or heat pumps at your home or business, please be aware of an important federal regulation: **Gas regulators must be kept at least three feet away from any potential ignition sources.** This includes electrical components associated with solar panels and heat pumps, which can generate sparks or heat.

Our team would be happy to provide you with more information or answer any questions to ensure safe equipment installations.



Detecting and Reporting Dangerous Odors



Did you know natural gas has a distinctive smell for a reason? The odor comes from a harmless substance that's injected into the gas so its scent will alert you to its presence should a leak occur. If you smell or suspect a leak, move to a safe environment, do not switch on any lights or appliances, leave your doors open as you exit the building, and immediately call 911. Do not assume that someone else will report the condition. To learn more, visit <https://vgsvt.com/be-safe/report-leak/>.

Contact DigSafe Before you do any digging



If you plan to do any type of digging on your property, you or your contractor must contact Dig Safe™ at DigSafe.com or by calling 811 at least 48 hours prior to digging. This free service will help prevent damage to utility lines located around your property. Dig Safe will notify local utilities who will make sure these lines are marked. After marking, any work done within 18 inches of the marked lines should be done by hand. These steps will help keep you and your property safe.

QUESTIONS? GET IN TOUCH

(802) 863-4511

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