

## Meet a Member of our Customer Care Team

At Vermont Gas, our mission to serve our customers with care and attention starts with people like Pooja Agrawala. As a Customer Care Specialist, Pooja spends her day on the front lines answering calls, assisting with billing inquiries, scheduling service appointments, and guiding customers through questions about their gas service. “I’m proud to work at Vermont Gas. It feels rewarding to be part of a team where our efforts are recognized and supported by the people we serve every day.”

Pooja’s calm demeanor and unwavering professionalism help create a customer experience that reflects the heart of VGS. Her team members admire her work ethic and her ability to brighten anyone’s day, even over the phone. Whether resolving issues or simply offering reassurance, Pooja demonstrates how impactful great customer care can be and she looks forward to answering your next call.



## Take our Energy Efficiency Customer Survey

Every three years, Vermont Gas participates in a planning process for its energy efficiency programs. As we reach the midpoint of our current performance cycle, we are beginning to plan for the next cycle (2027–2029) and want to make sure that our programs and services continue to meet your needs. To do this, we are asking for your input. We’ve created a short, anonymous survey designed for residential customers to share thoughts on what’s working well, what could be improved, and what new opportunities you’d like us to consider.



Your feedback will help us better understand how our programs impact you, and it will directly shape the design and priorities of our future energy efficiency efforts. The survey only takes a few minutes to complete, but your responses will provide lasting value in guiding our next steps.

Please scan the QR code to take the survey and help us improve the services we provide to you and your community.



# Now is the Perfect Time to Schedule an Inspection for Your Home's Heating System

Fall is the perfect time to prepare your home for the colder months ahead. Scheduling a system inspection with Vermont Gas ensures your heating equipment is ready when temperatures drop. For customers with furnaces or boilers, our technicians check for leaks, inefficiencies, or worn components before winter arrives. Addressing issues early helps your system run safely and efficiently, reduces the risk of breakdowns, and provides peace of mind that your home will stay warm when you need it most. Even if your system seems to be working fine, an inspection can identify small issues before they turn into bigger, more costly problems.

Schedule your inspection or cleaning today by emailing [customerservice@vermontgas.com](mailto:customerservice@vermontgas.com) or calling (802) 863-4511.



## Autumn Reminder: Test Smoke & CO Alarms



Regularly testing your smoke and Carbon monoxide (CO) detectors is critical to ensure you have a functioning safety system during the heating system. CO is the colorless, odorless and tasteless byproduct of burning fuel, including gas. An improperly functioning heating system or blocked vent can cause high and potentially unsafe levels to accumulate. Take steps now to ensure your system is safe and ready for the heating season. **Call 911 or inform your local fire department if you suspect CO exposure.**

## Painting Your Meter



To help maintain the safety and reliability of your natural gas service, above-ground piping and meters should be kept free from rust and protected with light-colored, non-metallic paint. When you paint your meter and aboveground piping, please use an exterior-grade rust-inhibitive coating. Do not paint over meter dials, glass covers, labels, or regulator vents. This may interfere with safe operation and accurate readings. Never enclose or obstruct your meter. Regular upkeep helps extend the life of your equipment and ensures our technicians can safely access and service your natural gas system.

QUESTIONS? GET IN TOUCH

(802) 863-4511

[WWW.VGSVT.COM](http://WWW.VGSVT.COM)

[CUSTOMERSERVICE@VERMONTGAS.COM](mailto:CUSTOMERSERVICE@VERMONTGAS.COM)