

Virginia Natural Gas

7. **Pay by Date** - Payment due date of current charges in order to avoid late payment charges.
8. **Additional Customer Information** - Customer rate code, energy share information as well as monthly customer announcements.

General Residential Charges

Service Charges: Every residential customer incurs a service charge for initiating service.

Seasonal Connection: If service is disconnected and resumed within nine months, a seasonal connection fee is charged.

Furnace Light-Up Service: Virginia Natural Gas professionals can relight your manual pilot light if you have turned off your furnace and are unable to relight. Furnace Light-Up Fee Schedule:

- Service completed on or before September 15 -- no fee.
- Service completed between September 16-October 15 -- Residential: \$20. Non-Residential: \$20 per appliance.
- Service completed between October 16-March 31 -- Residential: \$30. Non-Residential: \$40 per appliance.

NOTE: The charge is only for lighting the furnace. Additional charges may apply to inspect, adjust and light certain appliances. Commercial customers: Please note that a charge applies for each furnace.

Deposits: An initial deposit may be required. If a deposit is required, it will be retained until the account reflects prompt payment for one year or until service is disconnected and a final bill is rendered. After one year, your account will be reviewed and the deposit and earned interest will be applied to your account if a satisfactory payment record has been established. If disconnection of your gas service occurs, the deposit, plus any earned interest, will be applied to all unpaid balances and a bill/refund will be rendered for the difference. Simple interest is earned on all deposits held over 90 days at an annual rate set for all utilities by the State Corporation Commission. For the current interest rate, consult the [Customer Care Center](#).

Credit Union Guarantee: The following local credit unions offer a guarantee in lieu of a cash deposit.

- Amphibious Base Federal Credit Union
- First Advantage Federal Credit Union
- Langley Credit Union
- Navy Federal Credit Union

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Credit Checks: First time customers are asked for permission to have a credit check performed through a credit reporting agency. This helps us to determine how much if any deposit is required.

Late Payment Charge: Virginia Natural Gas bills are sent on a monthly basis and are due and payable upon presentation. Any balance that remains unpaid after the due date, as stated on your bill, is subject to a late payment charge, excluding local utility taxes.

Returned Check: There is a handling fee for each check that we receive that is returned by your bank.

Reconnection Charge: If service is interrupted for nonpayment, **a service reconnection fee is charged to cover the cost of restoring your service. A deposit may be required.**

Leave It On: You pay a minimum monthly charge, but you'll have assurance of gas service during unseasonably cool weather. You also save a reconnection charge. Any time service is disconnected and reconnected in a nine-month period, the reconnection charge is \$40. Additional charges also may apply to inspect, adjust and light certain appliances.