

Customer Connection

August 2025

Utah | Idaho

Understanding weather normalization adjustment

Part of the Enbridge Gas billing calculation includes a weather normalization adjustment (WNA).



Enbridge Gas rates are based on an expectation of "normal" weather defined as the average daily temperatures over a 20-year period. During colder-than-normal periods, customers typically use more natural gas to heat their homes and may pay more for their service than rates are designed to recover. On the other hand, when the weather is warmer than normal, customers may not pay enough to cover the cost of providing service.

The WNA slightly offsets the effects of unusually cold or warm weather by adjusting bills up or down during these conditions. The impact on most residential bills is only a few dollars. The result is that bills more closely reflect the appropriate amount for the service received. Bills will still go up when it is colder than normal and down when it is warmer than normal, but not by as much as if the WNA were not in effect.

For example, in January, the coldest month of the year, the typical Utah residential customer pays \$115.02 if the weather is normal. If the weather is 10 percent colder than normal, the typical bill would be \$124.51. However, with the WNA, the bill would be \$121.24. On the other hand, if the weather is 10 percent warmer than normal, the typical bill would be \$105.52, but under the WNA it would be \$108.79. The difference is about \$3.27 in both scenarios.

Last year, the WNA was used to determine more than 99 percent of all customer bills. With the WNA, your bills more accurately reflect the cost of providing service. You also can be confident you won't pay more than necessary. If you do not want the WNA used on your account during the upcoming year, contact Enbridge Gas before Oct. 31. However, please be aware that if you discontinue the WNA on your account, it cannot be reinstated until next summer.

Protect yourself from scams

Be aware of scammers who call and claim to be collecting on your bill and ask for an online or over-the-phone payment. Some of these requests can sound and look real. In some cases, scammers are able to make it appear they are calling from an Enbridge Gas phone number.

Here are some tips on how to avoid these scams:

- Remember: Enbridge Gas will never call you to demand a payment.
- If you pay your bills on time, be suspicious of any call or email regarding your account.
- Never provide personal or financial information to someone who calls and asks for it.
- Log in to your online account at enbridgegas.com or call Enbridge Gas at **800-323-5517** to verify the status of your account.



Go paperless today with eBill

If you'd like less clutter in your life, consider going paperless! With eBill, you'll receive a monthly email letting you know your natural gas bill is ready to view. Visit enbridgegas.com to sign up today. Make your billing experience even more hands free by checking out convenient ways to pay your bill electronically for faster and more secure processing.





How to identify an Enbridge Gas representative

When an Enbridge Gas representative comes to your home or business, they will be carrying an official identification badge. This badge includes the representative's photo, name and the Enbridge Gas name.

If someone claiming to be an Enbridge Gas representative comes to your home, please feel free to ask to see their badge. If the person claiming to represent us does not have a badge, DO NOT allow them to enter your home, and immediately report the incident to the local police.

If the person does have a badge but you still have doubts, please call us at **800-323-5517**. A customer service representative can determine if any work is scheduled at your address.

Tips to avoid hot-water burns

It only takes a second for a small child to turn on the hot water and get burned. Here are some tips to help prevent hot-water burns:

- Set your water heater at 120 F. This temperature will help prevent accidental scalding and conserve energy.
- Don't leave children alone when using hot water in the sink and bathtub.
- Fill bathtubs with cold water first, then add hot water.
- Check the water temperature with a wrist or elbow.
- Mix the water to make sure there are no hot spots.



Properly caring for your gas meter

It's important to have a licensed heating and plumbing professional check your natural gas appliances once a year. Here's a safety check for your meter you can do year round. To prevent corrosion and ensure the meter's shut-off valve is accessible to you, emergency responders and Enbridge Gas:



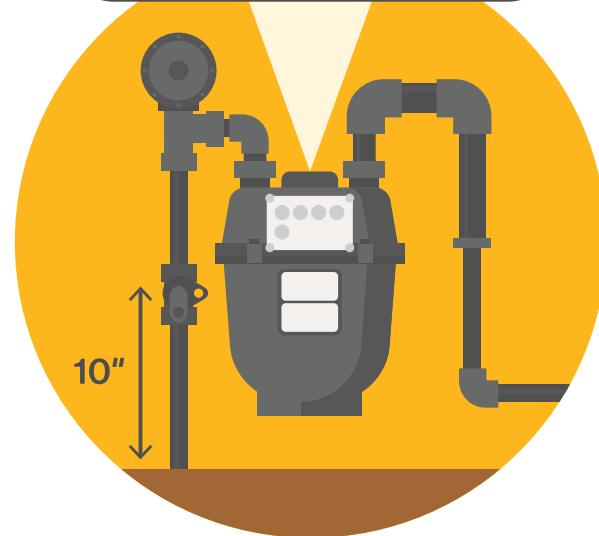
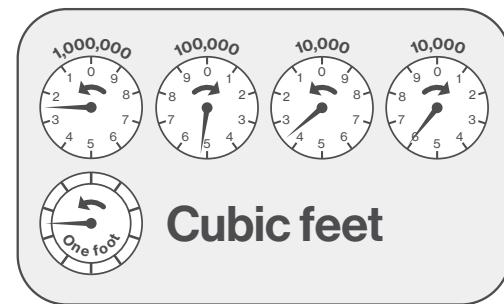
- Keep your meter clear of vegetation, fences, etc.
- Keep the dirt around your meter at least 10 inches below the shut-off valve.
- Don't leave bicycles, wheelbarrows or other metal objects leaning against meters.

Report meter damage or gas leaks immediately to Enbridge Gas by calling **800-767-1689**. Visit enbridgegas.com for more safety information.

How to read your gas meter

To read your gas meter, use only the four larger dials (the smaller dials are used for testing purposes only). Starting on the left-hand side, write down the lowest number the hand of each dial has passed. For example, the dials shown here indicated 2, 5, 3 and 6.

To determine the amount of gas you have used since the last time your meter was read, we subtract the previous month's meter reading from the current reading. If you suspect your meter is not recording gas usage accurately, please call us so we can check it for you.



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

