

IMPORTANT NOTICE REGARDING UPCOMING RATE CHANGES

For over 50 years, Vermont Gas has maintained competitive and affordable rates for its 52,000+ 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 want to let you know about two upcoming rate changes, one in August impacting only the Natural Gas Charge and one expected in November, impacting each rate component. Each of these changes is described below.

First, the Natural Gas Charge component of your bill is **decreasing** by 6.3% effective with bills rendered on and after August 6, 2019. Vermont Gas adjusts the Natural Gas Charge portion of your bill quarterly, up or down, in response to changes in the cost of gas. The other components of your bill will not change at that time.

The effect of this change on your bill will vary depending on your natural gas usage but, on average, is equivalent to an overall **decrease** of 2%.

Following a regulatory review, the residential rate components will be adjusted as follows:

Rate Components	Current Rates May, 2019	Rates Effective August 6, 2019
Natural Gas Charge (per ccf)	\$0.3695	\$0.3461
Daily Access Charge (per day)	\$0.7260	\$0.7260
Distribution Charge (per ccf)	\$0.6195	\$0.6195
EEU Charge (per ccf)	\$0.0480	\$0.0480
Assistance Program Fee (per month)	\$0.11	\$0.11

Next, on February 15, 2019 Vermont Gas filed a request with the Vermont Public Utility Commission to change the Daily Access and Distribution charges as well as the Natural Gas charge. The effective date of this proposed change is dependent on the regulatory review process, but is anticipated to go into effect in November, 2019. The rate request is an overall rate decrease of 2.7% from the rates **in effect as of February, 2019**. A full copy of Vermont Gas's rate request can be found at <http://www.vermontgas.com/account/rates/>.

The overall rate decrease is comprised of a 16.6% decrease in the Natural Gas Charge portion of your bill and a 5% increase in the Daily Access and Distribution Charges. To limit the increase in the daily access and distribution charge to 5%, Vermont Gas has also requested that the Public Utility Commission allow it to use approximately \$6.4 million of the System Expansion and Reliability Fund ("SERF"). The Public Utility Commission authorized Vermont Gas to begin collecting the SERF in April 2011 for future use to help bring natural gas service to more Vermonters.

Please note that the 16.6% decrease in the Natural Gas Charge portion of the bill is based on rates that were in effect as of February, 2019 and Vermont Gas will have already passed along decreases through reductions in the Natural Gas Charge that occurred in May and as proposed for August. The actual percent change will depend on natural gas costs at the time of the rate change. The table below shows the rates in effect as of February, 2019 and the rate change Vermont Gas has requested for November, 2019.

Rate Components	Rates February, 2019	Proposed Rates Effective November, 2019
Natural Gas Charge (per ccf)	\$0.4176	\$0.3485
Daily Access Charge (per day)	\$0.7260	\$0.7625
Distribution Charge (per ccf)	\$0.6195	\$0.6507
EEU Charge (per ccf)	\$0.0480	\$0.0480
Assistance Program Fee (per month)	\$0.11	\$0.11

Please note that Vermont Gas has submitted this rate request via e-PUC, the Public Utility Commission's electronic case and document management system.

Interested customers can view the filing at <http://www.vermontgas.com/account/rates/> or at <http://epuc.vermont.gov>. See Case No. 19-0513-TF. Customers can also file a public comment via ePUC in Case No. 19-0513-TF. For more information visit <http://puc.vermont.gov/epuc-information/make-filing>. Comments can also be made by writing to: Clerk of the Commission, Public Utility Commission, 112 State Street, Montpelier, VT 05620-2701.

Vermont Gas has the following resources to help manage your bill:

See ideas for savings energy - and a description of our [residential energy efficiency programs](#).

Free Home Energy Audit: offered to qualified customers through our energy efficiency program.

Budget Billing: ensures a predictable monthly bill (no cold weather spikes).

Online Account Access & Bill Payment: check your payments or pay your bill 24/7.

Financial Assistance: available for income qualified residential customers.

Equipment Inspections: make sure your system is operating efficiently with an inspection.

Please call us at (802) 863-4511 if you have any questions or would like to learn more about these or other options, including renewable natural gas!