

November 30, 2017

«Title» «First\_Name» «Last\_Name»  
«Company\_Name»  
«Address\_Line\_1»  
«Address\_Line\_2»  
«City», «State» «ZIP\_Code»

Re: Collection of Monthly Bills by Electric and Natural Gas Utilities

Dear «Title» «Last\_Name»:

With the advent of the winter heating season, monthly charges to many residential electric and gas customers may sharply increase because of increased usage and, in some cases, higher rates. In addition, individual financial difficulties and challenges coupled with higher usage during the heating season make it possible that higher than normal delinquencies may occur.

Because of our concern for the welfare of those who may be overburdened as a result of higher utility bills, the Commission is again strongly urging each utility to continue its efforts to make such arrangements as are reasonably practicable to avoid service terminations during the extremes of winter weather. Further, we request that all utility companies assist their customers where possible in availing themselves of energy assistance programs. Finally, we have asked our Division of Public Utility Regulation to continue collecting information relative to delinquencies and service terminations. We request that you make every effort to assist them in this regard.

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If situations arise that appear to warrant Commission guidance, please contact the Commission's Division of Public Utility Regulation. Under all circumstances, the well-being of Virginia's citizens must be given first priority and we urge your cooperation to that end.

Sincerely,

Judith Williams Jagdmann, Chairman

c: James C. Dimitri, Commissioner  
Mark C. Christie, Commissioner  
William F. Stephens, Director – Public Utility Regulation  
David A. Roberts, Manager, Consumer Services – Public Utility Regulation