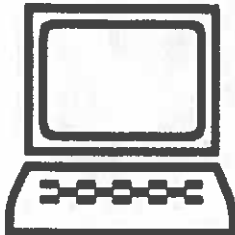




Roanoke Gas offers several options for paying your utility bill.



Use your Mobile Device/Computer and make your payment on

our secure website:
www.RoanokeGas.com

Pay By Phone



Call
(540)777-4427
With your payment information.

Please note there is a convenience fee of \$3.25.

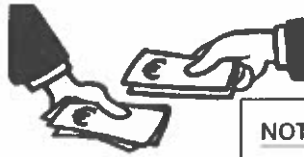
By Mail:

Send your payment with the stub at the bottom of your bill to:

PO Box 70848
Charlotte NC 28272-0848



Please do not mail cash.



In Person:

NOTE: You must have your Account Number and Balance Due to make a payment.

A1 GETTY MART

1202 S JEFFERSON ST
ROANOKE 24016 PH. 540-344-3999

One Stop Market #1

2223 Williamson Rd NE
Roanoke 24012 Ph. 540-366-1112

One Stop Market #2

4331 Williamson Rd
Roanoke VA 24012 Ph. 540-366-6711

Sunset Deli Mart

10446 Roanoke Rd
Ellison 24087 Ph. 540-268-1703

Happy Shopper

931 Gus W Nicks Blvd NE
Roanoke 24012 Ph. 540-343-4698

Food Giant Supermarket

509 24th St SW
Roanoke 24017 Ph.540-381-0032

Jack's Market

2419 Williamson Rd NE
Roanoke 24012 Ph. 540-204-4399

Anwil Groceries

1548 Rugby BLVD NW
Roanoke VA 540-345-1221

Anwill Groceries

217 24th ST NW
Roanoke 24017 Ph. 540-345-1221



HOW TO START SERVICE:

CALL CUSTOMER SERVICE AT 540-777-4427

BE PREPARED WITH:

*YOUR SERVICE ADDRESS

*UNEXPIRED VALID PHOTO ID/PROOF OR LEGAL RESIDENCE

*COPY OF VALID LEASE/DEED

*NAMES, PHONE NUMBER AND SOCIAL OF OTHER RESPONSIBLE PARTIES

*DEPOSIT MAY BE REQUIRED

**IF YOU ARE A CURRENT CUSTOMER, YOU CURRENT ACCOUNTS MUST BE PAID UP TO DATE BEFORE STARTING AT A NEW ADDRESS

PLEASE NOTE THAT SERVICE IS SCHEDULED FOR THE NEXT AVAILABLE SERVICE DATE. AN ADULT OVER THE AGE OF 18 MUST BE PRESENT AT THE HOME IF WE NEED TO CONNECT SERVICE.



PREVENTING DISCONNECTION/SCHEDULING RECONNECTION

*IF YOU ARE PAYING A PAST DUE BILL PREVENT DISCONNECTION OR BALANCES SCHEDULE RECONNECTION, PLEASE CALL CUSTOMER SERVICE AT 540-777-4427 WITH YOUR

CONFIRMATION NUMBER FROM ONE OF THE PAY LOCATIONS ON THE FRONT OF THE FORM.

*PAYMENT LOCATIONS MAY CHARGE A SMALL CONVENIENCE FEE. THEY ONLY ACCEPT CASH

PAYMENTS. PAYMENTS MADE AT OTHER LOCATIONS WILL REQUIRE YOU SEND A COPY OF YOUR RECEIPT TO OUR CUSTOMER SERVICE OFFICES.

**24 Hour EMERGENCY
Response
540-777-0623**

Customer Service Call Center
540-777-4GAS (4427)
Monday—Friday
8am—5pm

Recognizing a Possible Natural Gas Leak....

Leaks involving natural gas may occur due to natural disasters, third-party damages or equipment failure. It is important to recognize the signs of a leak.

- ◆ **SMELL:** Natural Gas has a distinct rotten-egg or sulfur odor.
- ◆ **Sound:** From a whistling or hissing near an appliance or gas line to a roar near a pipeline/transmission line.
- ◆ **See:** Dead vegetation, blowing dirt or bubbling water near a gas line. A damaged or improper fitting connection to a gas appliance.

If you suspect or Detect a Leak:

- ◆ Remain Calm
- ◆ Do not attempt to shut off a natural gas valve.
- ◆ Immediately leave—Do not turn on/off any electrical devices. Leave doors open and unlocked.
- ◆ Do not start up a vehicle or other mechanical equipment.
- ◆ Once at a safe location use your cell phone to call **911** or Roanoke Gas at **(540)777-0623**.
- ◆ Do not go back into the area