



Payment Options

For Customer Service:
(540)777-4427 or
www.RoanokeGas.com

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.



To Pay In Person: Visit any Fidelity Express Location.

Please have with you:

- ⇒ Your Payment Stub
- ⇒ Account Number & Balance Due as these locations are unable to provide this information to you.

If you need your information, please call Customer Service at (540)777-4427 to obtain that information to ensure your account is properly credited.



Cash Payments:

- ◆ Tia Mart 6405 Williamson Rd Roanoke VA 24019-4627 540-566-3794
- ◆ Chester's Shell Station 1919 10th St NW Roanoke VA 24012-3811 540-206-2046
- ◆ Gas & Shop 401 Walnut Ave SE Roanoke VA 24014-1227 540-427-3186
- ◆ Sunshine Deli Mart 10446 Roanoke Rd Elliston VA 24087 540-268-1703
- ◆ Metro Express #6 1715 E Main Street Salem VA 24153-4525 540-986-1352
- ◆ Metro Express #7 2727 W Main Street Salem VA 24153 540-387-1093
- ◆ Anwil Groceries 1548 Rugby Blvd NW Roanoke VA 24017 540-345-1221
- ◆ Anwill Groceries 217 24th St NW Roanoke VA 24017
- ◆ White Creek Market 6691 Roanoke Rd Shawsville VA 24162 540-268-2199

If your payment is to prevent disconnection or to schedule a reconnection of service, *you must contact customer service as soon as payment is made* at 540-777-4427 and provide the agent with your confirmation number. You may be required to email a copy of your receipt. Further information will be provided at that time if needed.



Payments made at other locations such as Kroger or Wal*Mart—you will be required to either email for FAX a copy of your receipt by the required date to prevent disconnection or schedule reconnection to customer service as we are unable to verify payments at these locations once made. The receipt must clearly show your account number, date and amount paid.

FAX 308-832-9661

Email: rgccustomerservice2@continuumgbl.com

How To Start Service:

Contact Customer Service at 540-777-4427

You may need to provide:

*Unexpired Photo ID

*Proof Of Legal Residence

*Copy of Valid Lease/Ownership Papers

*Deposit



If you are an existing customer, your account must be current before service is started at a new address.

The customer service representative will advise you of the next available business day when a technician will be able to turn your meter on. Access to gas appliances as well as the meter will be required. Service is scheduled in 'time frames' - there are no set appointments. An adult over the age of 18 must be present.

REV 5/2023

Dig With C.A.R.E.  Call 811