



SPECIAL CORONAVIRUS EDITION

Working with Customers During the Coronavirus Emergency

“We realize that the multitude of closures may make it hard for families and businesses to meet all their obligations,” said CEO Ronnie Lee. “Because our focus is serving our customers, we want to help them get through these difficult times.”

Customers should check **waltongas.com** and **facebook.com/waltongas** for updates, announcements and the latest status on our policies.

LEVELIZED BILLING

Levelized Billing allows residential customers to pay nearly the same amount on their gas bill each month, removing the month-to-month peaks and valleys caused by changing weather, changing energy use and other factors.

Please check **waltongas.com** and **facebook.com/waltongas** for updates, announcements and the latest status on our policies.

Other programs available that are not administered by Walton Gas include:

ATLANTA GAS LIGHT SENIOR DISCOUNT

Qualifying seniors are eligible for a \$14 monthly discount on the base charge.

To qualify:

- Be at least 65 years old.
- Have a total annual household income of \$24,980 or less.
- Natural gas service must be in your name.

Find a mail-in application at **atlantagaslight.com/residential/energy-assistance**.

UNITED WAY 211

Dial 211 or visit **unitedwayatlanta.org/need-help**.

You can also text your zip code and need to 898211.

LIHEAP

Qualified applicants may be able to receive home heating assistance.

To qualify:

- Household income must be at or below 60 percent of the state median income level.
- Person applying must be responsible for paying the energy costs of the primary home heating source and be a U.S. citizen or legal immigrant.

The assistance is generally a locally-issued check to the utility on your behalf. The one-time benefit ranges from \$350 to \$400.

Barrow, Clarke, Oconee:
770-532-3191

Greene, Morgan:
478-453-4111

DeKalb, Gwinnett, Newton, Rockdale, Walton:
404-537-4300



“Because our focus is serving our customers, we want to help them get through these difficult times.”

— CEO Ronnie Lee

WHAT WE'RE DOING

These are some of the measures Walton Gas has taken to ensure we'll be able to keep your natural gas flowing:

- Cancelling all non-essential business travel and meetings.
- Limiting internal meetings to small groups of 10 or less employees.
- Cancelling non-essential visits to our offices by vendors, partners, consultants, etc.
- Closing the public auditoriums at our Monroe and Snellville offices.
- Furnishing cashiers who operate drive-throughs and night deposits with hand sanitizer, cleaning wipes and rubber gloves.
- **Closing the customer lobbies at all our offices.**
- Implementing a sanitization regimen at all offices that will continue as long as necessary.
- Requiring sick employees to stay at home.
- Practicing good hand washing techniques, workstation cleaning, social distancing and coughing/sneezing etiquette.
- Spreading out employees as much as possible.



DON'T FALL PREY TO SCAMS

You can't trust caller ID these days. Criminals use computers to change the phone number you see on the caller ID display.

WALTON GAS WILL NEVER:

- Call and threaten you with immediate disconnect.
- Ask you to pay with a prepaid card (like "Green Dot" or "Bluebird" cards).
- Ask you to pay by wiring money.
- Ask you to pay with a gift card.

ONLY PAY YOUR GAS BILL BY:



logging on to
wالتongas.com



calling
770.267.8409

SAVE energy AT HOME

As you do your part to stop the coronavirus spread, you'll be at home more than usual. This means higher energy use that will be reflected on your energy bills.

YOUR HEATING AND COOLING SYSTEM IS THE LARGEST ENERGY USER:

- Change filters at recommended intervals.
- Make sure inside vents are not obstructed by rugs or furniture.
- Keep items or debris away from the outdoor unit.
- When heating, set the thermostat to a lower temperature and wear extra clothes. When cooling, set the temperature higher and use ceiling fans.
- Open the blinds in the winter and close them in the summer.
- Limit door and window openings when running the system.

NEXT COMES THE WATER HEATER:

- Fix all leaks and drips.
- Don't let hot water run needlessly.
- Insulate hot water pipes.
- If your water heater is warm to the touch, consider wrapping it in an insulating blanket.
- Lower the water heater's temperature to 120 degrees.

MORE TIPS:

- Change all lighting to LED.
- Turn lights, appliances and electronics off when not in use.
- Run the washer, dryer and dishwasher only when full.
- When air conditioning, shift usage of heat-producing appliances (stove, oven, etc.) away from the hot part of the day.



Toll Free **866-WEMCGAS** (936-2427)
or **770-267-2505**

Front Counter Hours
Weekdays, 8 AM to 5 PM

Call Center Hours
Weekdays, 7 AM to 7 PM

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Call Atlanta Gas Light to report gas leaks or emergencies anytime.

Inside Metro Atlanta 770-907-4231
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