

# ThermWise® Home Energy Plan

## Mail-In Plan



ThermWise.com

Thank you for taking advantage of Dominion Energy's ThermWise® Home Energy Plan to help you identify ways to improve the efficiency of your home. Energy efficiency is important to us and we are pleased to provide you with a self-guided Home Energy Plan. This plan will help us learn about your home and enable us to give you recommendations that could save you energy and money.

After you complete and return the plan, we will give you a customized report containing home-improvement recommendations that could help to reduce natural gas usage. Customers who complete the mail-in plan will receive, at no charge, a package containing appropriate low-cost, energy-efficiency measures to install.

A typical plan takes about 30 to 45 minutes to complete, depending on the size of your home. Please note that the more questions you answer, the more accurately the report will reflect the conditions in your home. To simplify completion of the plan, you may want to keep the following items on hand:

- Tape measure/ruler**
- Flashlight**
- 2-cup, half- or one-gallon container**
- Calculator**
- Clipboard**
- Stopwatch or timer**

Please email your completed Home Energy Plan to:

[ThermWise.EnergyPlan@DominionEnergy.com](mailto:ThermWise.EnergyPlan@DominionEnergy.com)

or, mail to:

**ThermWise Home Energy Plans**  
P.O. Box 45360  
Salt Lake City, Utah 84145-0360

| FOR DOMINION ENERGY USE ONLY |
|------------------------------|
| Home Energy Plan Number      |
| Date                         |

### CUSTOMER INFORMATION

Account Number\* \_\_\_\_\_ Service Agreement Number\* \_\_\_\_\_

Name(s) on customer account \_\_\_\_\_ Phone \_\_\_\_\_

Customer address \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

*\*Account and Service Agreement numbers are located on your monthly statement. See example on Page 8.*

### HOME USAGE INFORMATION

Please tell us about your home.

1. Including yourself, how many people live in your home? \_\_\_\_\_
2. Is someone usually home during the day?  Yes  No
3. What year was your home built? \_\_\_\_\_
4. Do you own or rent your home?  Own  Rent
5. a) What kind of thermostat do you have in your home?  Programmable  Smart  Dial  
b) If you have a programmable or smart thermostat, do you regularly set back or lower the temperature each night?  
 Yes  No

## HOME CONSTRUCTION INFORMATION

The following questions pertain to your home and its construction.

6. What best describes your home?

- Single-family dwelling    Townhouse/condominium    Apartment/duplex    Mobile home

7. How many stories does your house have above ground level (including main level)? \_\_\_\_\_

*If you live on an upper level of an apartment, townhouse, or condominium, write "one story" (and select "slab on grade" for question 12).*

*For houses built into a hillside, (e.g. one floor above ground level on one side, two floors above ground level on the other side) write "two stories" (and select "slab on grade" for question 12).*

8. How many total **heated** rooms do you have in your home? \_\_\_\_\_

9. What is the total **heated** square footage of your home? \_\_\_\_\_ square feet

10. Which direction does the front of your house face?

- North    Northwest    West    Southwest    South    Southeast    East    Northeast

11. How would you describe your home's floor/foundation type? If more than one type, specify the predominant type.

Slab on grade (poured concrete foundation that rests on the soil surface)

Heated basement

Unconditioned basement (no heating is provided to the space)

Unvented crawl space

*The house is on a raised foundation, with 2 to 3 feet of airspace under the floor. Unvented crawl spaces do not have open vents to the outside and are typically warmer than vented crawl spaces.*

Vented crawl space

*The house is on a raised foundation, with 2 to 3 feet of airspace under the floor. Vented crawl spaces have open vents to the outside, so the air under the house is close to the same temperature as outside air.*

### INSULATION

12. a) Do you have insulation in your floor/foundation?    Yes    No

b) If yes, please estimate the **type** and **amount** of insulation (in inches) in your floor/foundation.

*If you have more than one type of insulation in your home, please indicate the predominant type.*

*If you have an unheated basement or a crawl space, enter the insulation of the floor above the basement or crawl space.*

*Foundation insulation is added to the foundation's sides to reduce the amount of heat transferred through it. Most houses do not have foundation insulation.*

| Insulation type | Description   | Amount of insulation in floor/foundation (inches) |
|-----------------|---|---|
| Fiberglass      | Fiberglass is the most familiar type of insulation. Fiberglass comes in rolls, batts, and as loose insulation that can be blown into place. |   |
| Rockwool        | Rockwool looks like old wool with dark flecks. It is generally dirty gray or brown in color.  |   |
| Cellulose       | Cellulose insulation is made from shredded wastepaper, such as used newspaper and boxes.  |   |
| Perlite         | Perlite resembles small, white, round, foam pebbles. It is the same white material found in potting mixtures.                               |   |
| Vermiculite     | Vermiculite is similar to Perlite, except it is usually light brown or gold in color.   |   |
| Rigid Boards    | Rigid boards are fibrous or plastic foam pressed or extruded into board-like forms.   |   |

13. a) Do you have insulation in your attic/roof?  Yes  No
- b) If yes, please estimate the **type** and **amount** of insulation (in inches) in your attic/roof.
- You may need to use a measuring tape or ruler to measure the thickness of the insulation.*
- If you have more than one type of insulation in your home, please indicate the predominant type.*

| Insulation type | Description   | Amount of insulation in attic/roof (inches) |
|-----------------|---|---|
| Fiberglass      | Fiberglass is the most familiar type of insulation. Fiberglass comes in rolls, batts, and as loose insulation that can be blown into place. |   |
| Rockwool        | Rockwool looks like old wool with dark flecks. It is generally dirty gray or brown in color.  |   |
| Cellulose       | Cellulose insulation is made from shredded wastepaper, such as used newspaper and boxes.  |   |
| Perlite         | Perlite resembles small, white, round, foam pebbles. It is the same white material found in potting mixtures.                               |   |
| Vermiculite     | Vermiculite is similar to Perlite, except it is usually light brown or gold in color.   |   |
| Rigid Boards    | Rigid boards are fibrous or plastic foam pressed or extruded into board-like forms.   |   |

14. a) Do you have insulation in your walls?  Yes  No
- b) If yes, what is the thickness (in inches) of your walls? \_\_\_\_\_ inches
- You can measure your wall thickness at a windowsill.*

## WINDOWS

15. Which best describes the type of windows in your home? If more than one type, choose the predominant selection.
- Single pane (one pane of glass)  Double pane (two panes of glass)  Triple pane (three panes of glass)
16. What type of window frame construction do you have?  Aluminum  Wood or Vinyl
- Enter the material that makes up the frame that surrounds the glass panes in your window. If different parts of your home have different window construction types, select the type with the largest area.*
17. What is the total window square footage on the **front** of your home? \_\_\_\_\_ square feet
- Multiply the height of each window by its width, such as 3.00 feet x 2.00 feet, and add these individual areas to obtain the total window area on each side of your home.*
- Note:*
- Include window frames in your calculation.
  - Count glass doors as windows.
  - Only include windows that are located in heated spaces.
18. What is the total window square footage on the **left** side of your home? \_\_\_\_\_ square feet
- The left side refers to when you are facing the front of your home from the street.*
19. What is the total window square footage on the **right** side of your home? \_\_\_\_\_ square feet
- The right side refers to when you are facing the front of your home from the street.*
20. What is the total window square footage on the **back** side of your home? \_\_\_\_\_ square feet
21. How “drafty” are your windows?  Not drafty at all  Average  Very drafty
22. How “drafty” are your doors?  Not drafty at all  Average  Very drafty

## APPLIANCE INFORMATION

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The following questions pertain to the appliances you use at your home.

23. a) Do you have a gas stove top?  Yes  No  
b) If yes, does the gas stove have a pilot light?  Yes  No  
c) If yes, how many minutes per day on average is the gas stove operated? \_\_\_\_\_
24. a) Do you have a gas oven?  Yes  No  
b) If yes, does the gas oven have pilot light?  Yes  No
25. What is the average number of minutes per day that the gas oven is operated? \_\_\_\_\_
26. a) Do you have a washing machine at home?  Yes  No  
b) If yes, does your washing machine have an ENERGY STAR® label on it?  Yes  No  
c) How many of your weekly loads are washed/rinsed as hot/warm? \_\_\_\_\_  
d) How many of your weekly loads are washed/rinsed as hot/cold? \_\_\_\_\_  
e) How many of your weekly loads are washed/rinsed as warm/warm? \_\_\_\_\_  
f) How many of your weekly loads are washed/rinsed as warm/cold? \_\_\_\_\_
27. a) Do you have a gas dryer?  Yes  No  
b) If yes, how many loads per week do you dry? \_\_\_\_\_  
c) If yes, does your dryer have a moisture sensor?  Yes  No
28. a) Do you have a dishwasher?  Yes  No  
b) If yes, does your dishwasher have an ENERGY STAR® label on it?  Yes  No  
c) How many loads per week do you wash? \_\_\_\_\_
29. a) Do you have operational outdoor gas lights?  Yes  No  
b) If yes, how many outdoor gas lights do you have? \_\_\_\_\_  
c) Are the gas lights on:  Always  Dusk to dawn
30. a) Do you have a gas fireplace?  Yes  No  
b) How many hours per week on average is the fireplace used during the winter? \_\_\_\_\_  
c) Describe how you operate your gas fireplace:  
 There is no pilot light  
 The pilot light is always on  
 I turn off the pilot light during the spring and summer  
 I always turn off the pilot light when not in use

## HEATING SYSTEM INFORMATION

The following section lists questions related to your home's heating system(s). If you have only one heating system, do not enter values for column "Secondary Heating System."

| Questions   | Primary heating system   | Secondary heating system   |
|---|--|--|
| 31. a) What is the fuel source for your heating system?   | <input type="checkbox"/> Gas<br><input type="checkbox"/> Wood<br><input type="checkbox"/> Oil<br><input type="checkbox"/> Other<br><input type="checkbox"/> None | <input type="checkbox"/> Gas<br><input type="checkbox"/> Wood<br><input type="checkbox"/> Oil<br><input type="checkbox"/> Other<br><input type="checkbox"/> None |
| b) What type of heating system do you have?<br><i>Forced-air furnace: Forced-air furnace draws room air through ductwork into a furnace, where it's heated. Boiler: Natural gas or oil heats the water, which is pumped through radiators or pipes in the foundation, heating the house. Choose "Other" if your heating system is neither of the above types.</i> | <input type="checkbox"/> Forced-air Furnace<br><input type="checkbox"/> Boiler<br><input type="checkbox"/> Other   | <input type="checkbox"/> Forced-air Furnace<br><input type="checkbox"/> Boiler<br><input type="checkbox"/> Other   |
| c) What is the name of the heating system manufacturer?<br><i>This information can usually be found on the heating equipment label.</i>   |  |  |
| d) What is the model number of the heating system?<br><i>This information can usually be found on the heating equipment label.</i>  |  |  |
| e) What is the capacity in Btu/hr of the heating system?<br><i>Capacity is the amount of heat your heating system is capable of generating in an hour. Look for this information on the equipment label of the heating system. If you cannot find it, enter 0.</i>  |  |  |
| f) To estimate the efficiency of your furnace, please enter the approximate year your heating system was installed.   |  |  |
| g) Where is the heating system located?   | <input type="checkbox"/> Indoors or other heated space<br><input type="checkbox"/> Garage<br><input type="checkbox"/> Unconditioned basement or crawl space      | <input type="checkbox"/> Indoors or other heated space<br><input type="checkbox"/> Garage<br><input type="checkbox"/> Unconditioned basement or crawl space      |

32. How would do you describe the condition of your air filter?  Clean  Average  Dirty  N/A

*Air filters are used to remove contaminants from the air stream.*

33. a) If you have heating ductwork, is it run through heated spaces?  Yes  No

b) If no, are your heating ducts insulated?  Yes  No

c) If no, have your ducts been sealed by an HVAC professional?  Yes  No

34. Are heating registers blocked by furniture, rugs and/or drapes?  Yes  No

*Registers are vents in heated space that directs the flow of air across the floor to allow warm air to rise.*

## WATER HEATING

The following section asks questions related to your water-heating system(s). If you have only one water-heating system, do not enter values for column "Secondary Water-Heating System."

| Questions  | Primary water-heating system  | Secondary water-heating system  |
|--|---|---|
| 35. a) What is the fuel source for your water heating system?  | <input type="checkbox"/> Gas<br><input type="checkbox"/> Electric<br><input type="checkbox"/> Other<br><input type="checkbox"/> None                        | <input type="checkbox"/> Gas<br><input type="checkbox"/> Electric<br><input type="checkbox"/> Other<br><input type="checkbox"/> None                        |
| b) What type of water heating system do you have?<br><i>A storage water heater is the most common type of water heater where water is heated and stored in a tank (typically 40 or 50 gallons). An instantaneous water heater heats water when it is needed and does not have any storage tanks.</i> | <input type="checkbox"/> Storage<br><input type="checkbox"/> Instantaneous  | <input type="checkbox"/> Storage<br><input type="checkbox"/> Instantaneous  |
| c) What is the size (in gallons) of your water heater?<br><i>The water heater capacity can usually be found on the water heater's equipment label.</i>   |   |   |
| d) Who is the manufacturer of the water heater?<br><i>This information can usually be found on the water heater's equipment label.</i>   |   |   |
| e) What is the model number of the water heater?<br><i>This information can usually be found on the water heater's equipment label.</i>  |   |   |
| f) Your water heater's efficiency is stated as its "Energy Factor." If your water heater has a sticker stating its Energy Factor, please write it here.<br><i>If you cannot find your water heater's Energy Factor, please enter the approximate year your water heater system was installed.</i>    |   |   |
| g) Where is the water heating system located?  | <input type="checkbox"/> Indoors or other heated space<br><input type="checkbox"/> Garage<br><input type="checkbox"/> Unconditioned basement or crawl space | <input type="checkbox"/> Indoors or other heated space<br><input type="checkbox"/> Garage<br><input type="checkbox"/> Unconditioned basement or crawl space |
| h) What is the temperature of the outside of your water heater?  | <input type="checkbox"/> Room temperature<br><input type="checkbox"/> Warm to touch<br><input type="checkbox"/> Hot to touch                                | <input type="checkbox"/> Room temperature<br><input type="checkbox"/> Warm to touch<br><input type="checkbox"/> Hot to touch                                |
| i) What is the usual temperature setting of your water-heating system?   | <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/><br>         <br>Lowest Highest | <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/><br>         <br>Lowest Highest |
| j) What year was your water heater installed?  |   |   |
| k) Do the water pipes entering and leaving your water heater have insulation on them?  | <input type="checkbox"/> Insulation on cold-water pipe<br><input type="checkbox"/> Insulation on warm-water pipe<br><input type="checkbox"/> No insulation  | <input type="checkbox"/> Insulation on cold-water pipe<br><input type="checkbox"/> Insulation on warm-water pipe<br><input type="checkbox"/> No insulation  |
| l) Please estimate the diameter (in inches) of the water pipes entering and leaving your water heater.   |   |   |
| m) Do you have a water-heater blanket on your water heater?  | <input type="checkbox"/> Yes <input type="checkbox"/> No  | <input type="checkbox"/> Yes <input type="checkbox"/> No  |

36. What is the average number of showers/baths taken per day in your home? \_\_\_\_\_

37. How many shower heads do you have in your home? \_\_\_\_\_

38. How many bathroom sink faucets do you have in your home? \_\_\_\_\_

39. How many kitchen sink faucets do you have in your home? \_\_\_\_\_

40. Inefficient shower heads and faucets not only consume more water, but also waste natural gas at your water heater.

**To learn if your fixtures are efficient, please complete the following steps:**

1. Gather a stopwatch or timer and ONE of the following: a 2-cup measuring cup, a half- or a one-gallon container.
2. Turn the shower or faucet on to its normal position, as you would for showering, washing hands or washing dishes.
3. With your stopwatch or timer in hand, place the container directly under the shower head or faucet. Be sure to capture all of the water while performing this test.
4. Record the container type and time taken to fill the container in the table below. Also note if your shower head or faucet drips when turned off.
5. Based upon your measurements, we will calculate your fixtures' water efficiency.

| Fixture           | Container type (choose only one)  | Time to fill container (seconds) | Does it drip after turned off?                           |
|-------------------|---|----------------------------------|--|
| Shower Head 1     | <input type="checkbox"/> 2-Cup <input type="checkbox"/> Half-Gallon <input type="checkbox"/> One-Gallon |                                  | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| Shower Head 2     | <input type="checkbox"/> 2-Cup <input type="checkbox"/> Half-Gallon <input type="checkbox"/> One-Gallon |                                  | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| Shower Head 3     | <input type="checkbox"/> 2-Cup <input type="checkbox"/> Half-Gallon <input type="checkbox"/> One-Gallon |                                  | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| Shower Head 4     | <input type="checkbox"/> 2-Cup <input type="checkbox"/> Half-Gallon <input type="checkbox"/> One-Gallon |                                  | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| Bathroom Faucet 1 | <input type="checkbox"/> 2-Cup <input type="checkbox"/> Half-Gallon <input type="checkbox"/> One-Gallon |                                  | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| Bathroom Faucet 2 | <input type="checkbox"/> 2-Cup <input type="checkbox"/> Half-Gallon <input type="checkbox"/> One-Gallon |                                  | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| Bathroom Faucet 3 | <input type="checkbox"/> 2-Cup <input type="checkbox"/> Half-Gallon <input type="checkbox"/> One-Gallon |                                  | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| Bathroom Faucet 4 | <input type="checkbox"/> 2-Cup <input type="checkbox"/> Half-Gallon <input type="checkbox"/> One-Gallon |                                  | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| Bathroom Faucet 5 | <input type="checkbox"/> 2-Cup <input type="checkbox"/> Half-Gallon <input type="checkbox"/> One-Gallon |                                  | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| Bathroom Faucet 6 | <input type="checkbox"/> 2-Cup <input type="checkbox"/> Half-Gallon <input type="checkbox"/> One-Gallon |                                  | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| Kitchen Faucet 1  | <input type="checkbox"/> 2-Cup <input type="checkbox"/> Half-Gallon <input type="checkbox"/> One-Gallon |                                  | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| Kitchen Faucet 2  | <input type="checkbox"/> 2-Cup <input type="checkbox"/> Half-Gallon <input type="checkbox"/> One-Gallon |                                  | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| Kitchen Faucet 3  | <input type="checkbox"/> 2-Cup <input type="checkbox"/> Half-Gallon <input type="checkbox"/> One-Gallon |                                  | <input type="checkbox"/> Yes <input type="checkbox"/> No |

## ENERGY-EFFICIENCY MEASURE INSTALLATIONS

To help us understand the likelihood of installing energy-efficiency products in your home, please complete the following section.

41. If recommended and provided free of charge, would you install low-flow shower heads?  Yes  No
42. If recommended and provided free of charge, would you install faucet aerators?  Yes  No
43. If recommended and provided free of charge, would you install pipe insulation on your water heater?  Yes  No
44. If recommended and provided a \$50 incentive, would you install a smart thermostat?  Yes  No

**MONTHLY STATEMENT EXAMPLE**

The customer (1) Account Number and (2) Service Agreement Number can be found on the Dominion Energy monthly statement.



John B Smith

1 Account: 1234567890

Page 1 of 1

*Thank you for your patronage. Your prompt payment assists us in providing our customers with high-quality natural gas service.*

**Account Summary** as of May 12, 2017

|   |                |
|---|----------------|
| Previous Balance Due - 5/4/2017               | 41.00          |
| Payments Received - 4/18/2017                 | -41.00         |
| <b>Current Charges - Gas Service (Budget)</b> | <b>41.00</b>   |
| <b>Total Amount Due Upon Receipt</b>          | <b>\$41.00</b> |

1% monthly interest (12% annually) charged on balance on or after 6/5/2017.

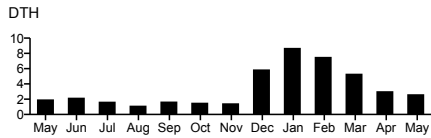
**Service Address: 123 Energy Avenue, Salt Lake City, UT 84108**

**Residential Gas Service**

2 Service Agreement: 0987654321

| Comparison     | Last Year | This Year |
|----------------|-----------|-----------|
| Decatherms/Day | 0.07      | 0.09      |
| Dollars/Day    | \$0.80    | \$0.89    |

Usage History



**Service from 4/13/2017 - 5/12/2017**

**Rate - GS**

|   |                |
|---|----------------|
| Charge for Gas Used (Avg cost per DTH \$ (6.70800)) | 16.77          |
| Basic Service Fee Total                             | 6.75           |
| Utah Sales Tax (4.15%)                              | 0.98           |
| Municipal Energy Tax (6%)(Salt Lake City)           | 1.41           |
| Energy Assistance                                   | 0.04           |
| Current Gas Billing                                 | 25.95          |
| <b>Current Charge (Budget Amount)</b>               | <b>\$41.00</b> |

(Budget Plan Balance: \$23.90 Debit)

| Meter ID | Current Meter Read |         | Previous Meter Read |         | Days | Dial Difference | Volume Multiplier | Billed DTH |
|----------|--------------------|---------|---------------------|---------|------|-----------------|-------------------|------------|
|          | Date               | Reading | Date                | Reading |      |                 |                   |            |
| 46089634 | 5/12/2017          | 1249    | 4/12/2017           | 1221    | 30   | 28 CCF          | 0.090855          | 2.5        |

Please email your completed Home Energy Plan to:

[ThermWise.EnergyPlan@DominionEnergy.com](mailto:ThermWise.EnergyPlan@DominionEnergy.com)

or, mail to:

**ThermWise Home Energy Plans**  
P.O. Box 45360  
Salt Lake City, Utah 84145-0360