



Welcome



**Berkshire
Gas**

An Avangrid company



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Welcome!

Thank you for choosing Berkshire Gas as your natural gas company. We are happy to serve you. Enclosed you will find helpful information regarding your natural gas service.

At Berkshire Gas, we strive to provide a reliable supply of safe, clean-burning natural gas. We're constantly updating and improving our system, using the latest technologies and materials to ensure safe, uninterrupted service now and in the future.

We make it easy to do business with us. We offer a variety of programs and services that are convenient and easy to use.

From bill and payment options like **eBill** and **AutoPay**, to online tools such as **Energy Analyzer** and self-service options, we have you covered. We even have a **Mobile App**. Take advantage of all we have to offer!

Please keep this brochure and refer to it as needed.

We are confident you will enjoy the benefits of using natural gas as your fuel source. If you have thoughts on how we can improve our service, please let us know.

Charlotte Ancel
President
Berkshire Gas



Your residential service

Meter access and accuracy

Natural gas meters measure the amount of gas you use and are read every month by Berkshire Gas. Most meters are read remotely by a device located on the gas meter, called an Encoder, Receiver and Transmitter (ERT) which is operated using a low-power radio signal. That means an accurate and timely gas bill without our employees having to access your property.

If your gas meter does not have an ERT, a Berkshire Gas employee will require access to your meter to read it manually. It is your responsibility to be sure we have reasonable access to the meter and the area around it.

It is important to never install electric equipment within 3 feet of a gas meter. You should also keep meters clear of snow, ice and debris. Bad weather or other circumstances may require that we estimate your bill. Estimated readings are clearly shown on your bill. Any difference between your actual use and the estimated bill is automatically corrected when an actual meter reading is obtained.

Utility identification

For your protection, all Berkshire Gas employees carry a company identification card. To verify employment, look for the employee's picture, name and the words "Berkshire Gas" on the card. Always ask to see identification before allowing anyone into your home. If you are still concerned, you may call Berkshire Gas Customer Care at **800.292.5012**.



When excavating, any buried gas piping should be located in advance and the excavation done by hand. If you plan excavation, call **811** or visit **digsafe.com** at least three business days before excavation begins.

Dig Safe will locate buried utility-owned natural gas lines and other underground utilities. You are required to mark underground facilities that you own such as an oil tank, septic and sewer lines, even an electric dog fence.

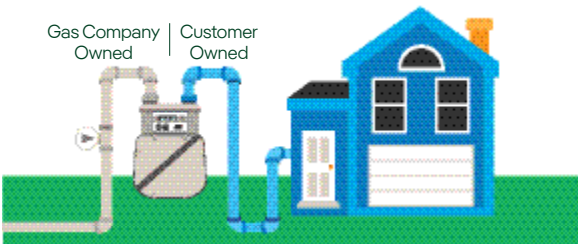
What's ours, what's yours

As your natural gas company, it's our responsibility to maintain the safety and reliability of our natural gas distribution system. That system ends at the gas meter.

As the property owner, manager, tenant or occupant, you are responsible for natural gas pipes and buried lines from the meter to your dwelling. These include:

- Pipes from your gas meter to appliances on your property.
- Pipes that extend from your meter underground to a building, pool or spa heater, generator, barbecue or other natural gas appliances.

If your buried gas piping is not maintained, it may be subject to the potential hazards of corrosion and leakage. Buried piping should be periodically inspected for leaks, and metallic piping should be periodically inspected for corrosion. Any unsafe conditions should be repaired. Plumbing and heating contractors can assist in locating, inspecting and repairing buried piping.





Theft of service and meter tampering:

For your safety, please leave your gas meter and its connections to the experts. If you suspect someone is stealing gas energy, make a confidential call to Berkshire Gas Customer Care at **800.292.5012**.

Start, stop or transfer service

We want to make the process of starting, stopping or transferring service simple and convenient for you. Just visit berkshiregas.com to complete an online request.

Start service (requesting service at a new location)

Visit berkshiregas.com/Start and provide:

- Address where gas service will be established
- Billing address if different from the service address
- Service start date (move-in date)
- Social Security Number (SSN)
- Second form of identification (e.g., driver's license no.)
- Phone number
- The name and SSN for any other persons (e.g., spouse, child) who will be authorized to access your account

We are committed to help prevent identity theft. When you start service with us, we require at least two forms of identification (Social Security Number, driver's license, military ID, or passport) to verify your identity.

Stop service (stop service at current location)

Log into **My Account** and provide:

- Date you wish the service to end
- Email or address where we can send your final bill

Transfer service (transfer your service from one location to another within our service territory)

Log into **My Account** and provide:

- Address of the new service location
- Billing address if different from the new service address
- Date the old service will stop (move-out date)
- Date the new service will start (move-in date)
- Phone number for new service location

Terms and conditions apply to all gas rates. A copy of Berkshire Gas' Distribution Service Terms and Conditions are on file with the Massachusetts Department of Public Utilities.

Appliance maintenance and repair

You can always rely on Berkshire Gas to provide you with safe and reliable natural gas service. However, we do not perform maintenance or repair services.

Contact a licensed plumbing or heating contractor if you:

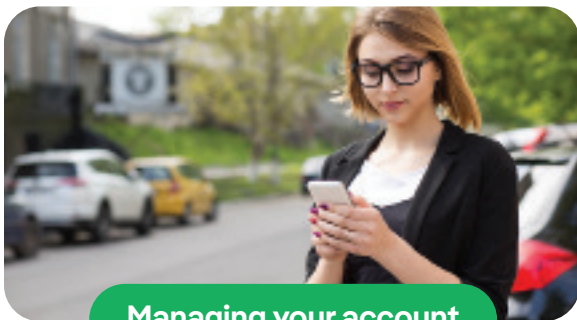
- Have no heat
- Require maintenance or repair of your natural gas equipment (furnaces, boilers, water heaters, ranges, fireplaces, etc.)
- Need gas piping installed
- Need gas burning equipment installed

Visit berkshiregas.com/Service for a list of local plumbing and heating contractors or visit your local yellow pages at yellowpages.com/State-MA.

Service turn off for unsafe conditions

We may turn off service anytime we find a serious safety or technical problem. After the problem is corrected, we will turn service back on as soon as possible.





Managing your account

My Account

Sign up for **My Account** to enjoy time- and money-saving tools we have to offer, including viewing and paying your bill and our **Energy Analyzer** tool.

Energy Analyzer

Analyze and graph your energy usage, see what impacts your bill monthly, find ways to save on energy costs and create an energy profile for your home and/or business. To get started, visit the **Energy Analyzer** under **My Account** at berkshiregas.com.

Mobile App

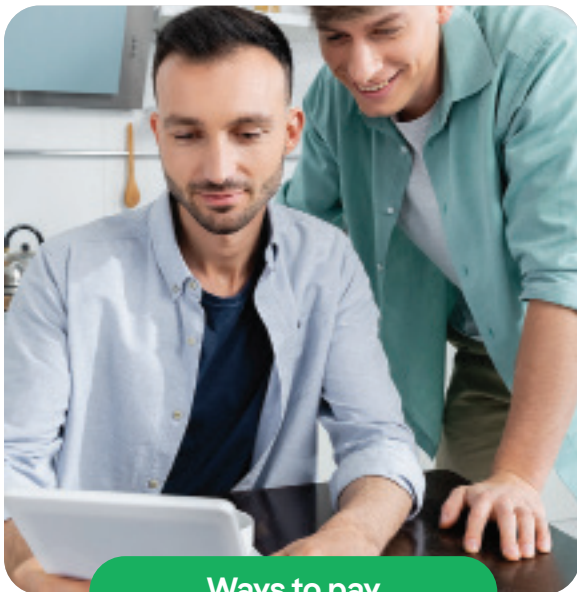
Our **Mobile App** provides you with an even easier way to manage your account anytime, anywhere!

- Pay your bill with just the click of a button.
- Access and view your account real-time with secure **Touch or Face ID™** access. You will be able to view your account balance and payment due date without entering your account number every time!
- Enroll in **eBill** for online access and convenience and view up to 5 years of bills!
- Sign up for **AutoPay** so your payments can be made automatically, securely, and on-time every month.
- Update your account profile email address and manage your personal preferences.



Download
our Mobile
App today!





Ways to pay

eBill

Enroll in our paperless **eBill** service to receive your bill online. We'll send you an email when your new bill is ready for review and payment. You can also view up to 5 years of your previous bills!

Bill is due and payable on receipt. We have many convenient options for you to make your payment.

AutoPay

AutoPay gives you the convenience of having your monthly gas bill automatically deducted from your bank account. It's a check-free, stamp-free and worry-free way to pay your gas bills.

EZ-Pay

Make a one-time online payment with EZ-Pay, free when enrolled in eBill, otherwise a service fee may apply.

Pay by phone

Call **800.292.5012** any time and use our automated system to get up-to-date account information or make a one-time payment. Service fee may apply for payment.

Pay by mail

Make your check payable to The Berkshire Gas Company and mail it to:

The Berkshire Gas Company
P.O. Box 847821
Boston, MA 02284-7821

Please include your account number on your check or money order and allow sufficient time for your payment to be received and processed.

Pay in person

Want to make a payment towards your bill in cash? Look for Berkshire Gas' Western Union walk-in locations. To find the nearest Western Union Authorized Payment Location, visit [WesternUnion.com](https://www.westernunion.com), enter your zip code and click on the "Payments" filter. Select (check mark) the "Quick Collect" payment service type and NO others. Payments may take up to two business days to process and appear on your account. If you're making an overdue payment, we ask that you call **800.292.5012** with your receipt number to verify your payment. Service fee may apply.



- 5 **Billing period:** Range of days you are currently being billed for
- 6 **Statement date:** The date your bill/statement was printed
- 7 **Previous charges and credits:** Lists your previous charges and payments
- 8 **Detail of charges:** List your current charges
 - a **Customer charge:** A fixed monthly charge associated with maintaining your account. Some of these costs include metering, billing and account maintenance. This charge is not affected by the volume of natural gas that you use.
 - b **Distribution charge:** The cost of delivering natural gas from our connection with the interstate pipeline to your location. This cost includes the operation and maintenance of natural gas mains, services, regulator stations and associated equipment and systems.
 - c **Distribution adjustment charge:** Charge assessed to recover costs associated with energy efficiency programs, environmental programs and other industry-specific programs.
 - d **Cost of gas:** The cost of the natural gas commodity including charges from natural gas producers, interstate pipeline delivery, natural gas storage facilities and winter peaking supplies. Natural gas utilities cannot, by regulation, earn a profit on the sale of the natural gas commodity. This is a cost recovery mechanism only and does not provide any financial benefit to Berkshire Gas.
- 9 **Message area:** Messaging area for important customer information, including your natural gas supplier
- 10 **Usage graph:** Shows your gas usage over the past year
- 11 **Gas usage:** Your gas meter measures your usage in increments of 100 cubic feet (CCF). You are billed in Therms, a measurement of energy content. This area shows the conversion calculation from CCF to Therms, which can vary slightly from month to month.
- 12 **Rate information:** Your rate classification based on the type of usage at your address, as approved by the Massachusetts Department of Public Utilities.

Rates

The rates you pay for basic natural gas service consist of a monthly customer charge, distribution charge, distribution adjustment charge and cost of gas charge. The distribution charge, distribution adjustment charge and cost of gas charge are charged on a per unit (Therm) basis.

The Massachusetts Department of Public Utilities (DPU) approves all rates. The cost of gas is typically adjusted seasonally on May 1 and November 1 but may be adjusted more frequently if needed.

Visit berkshiregas.com for current rates.

Massachusetts state law requires a sales tax on commercial and industrial accounts. Some exceptions apply, check with the Massachusetts Department of Revenue.

Supplier choice

The price you pay for natural gas is made up of delivery and commodity charges.

- **Delivery charge:** What you pay Berkshire Gas to transport energy to your home or business
- **Commodity charge:** What you pay for the energy purchased for you by Berkshire Gas

All Berkshire Gas customers can purchase their natural gas supply from Berkshire Gas or other third-party gas suppliers, also referred to as marketers or retail agents. Whether or not you choose to select a third-party supplier for your natural gas supply, Berkshire Gas as your energy delivery company will continue to deliver your natural gas safely and reliably. A list of energy marketers can be found at <https://eeaonline.eea.state.ma.us/DPU/Fileroom/Suppliers>.

If you smell natural gas: Go outside immediately and move to a safe location.

Report the gas leak by calling us at 800.292.5012 or call 911.



Questions about your bill or service

When you have a question about your bill or natural gas service, please contact us. Specific information about billing dispute resolution can be found on the back of your Berkshire Gas bill. The DPU is available to help you if you require assistance beyond that provided by Berkshire Gas. The DPU can be reached Monday through Friday from 9 a.m. to 5 p.m. at **877.886.5066**.

Regulatory filings

Throughout the year, Berkshire Gas submits regulatory filings to the Massachusetts Department of Public Utilities in compliance with various operational and administrative requirements, some more routine than others.

A list of all current regulatory filings made by the Company can be found anytime at: <https://www.berkshiregas.com/suppliers-and-partners/regulatory-notice>.

The DPU has classified certain filings as Tier 1 matters. These filings include requests for rate revisions (i.e., rate cases) as well as other matters.

Contact Information: Should you wish to receive information about Tier 1 filings, please notify us by mail, at Berkshire Gas, Att: Regulatory, 115 Cheshire Road, Pittsfield, MA 01201. Email requests should be sent to bgregulatory@avangrid.com.



Help with your bill

We strive to provide you with reliable and essential energy delivery, but our work doesn't stop there. If you are having difficulty paying your bill, we may be able to provide you with affordable payment arrangements and direct you to agencies that may provide financial assistance. To learn more about the plans listed, including eligibility, visit berkshiregas.com/HelpWithBill.

Budget Payment Plan

This plan allows customers more affordable payments by averaging higher winter bills with lower summer bills to spread the cost of winter heating over the entire year.

Installment Payment Plan for overdue balances

Customers may enter into an installment payment plan with a minimum of four months to pay overdue charges. A down payment may be required.

Low-Income Discount Rate

Discounted non-heating and heating delivery charges are available to low-income residential customers that:

- Qualify for any means-tested public benefit program;
- or



- Are eligible for the Low-Income Home Energy Assistance Program (LIHEAP) or its successor program AND the household's gross income does not exceed 60% of the state median income (SMI) level; or
- Meet other criteria approved by the DPU.

Berkshire Gas RAMP

Berkshire Gas' Residential Arrearage Management Program (RAMP) provides financial assistance to eligible low-income residential customers with active accounts that are past due. Program participants earn forgiveness credits on their past due gas bills once all program requirements have been met.

Some restrictions may apply, for more information visit berkshiregas.com/HelpWithBill.

Financial Hardship

Financial Hardship is certified when residential customers meet the income eligibility guideline for LIHEAP.

Protection from disconnection

Protection from disconnection of gas service due to non-

payment is provided when all members of the household are sixty-five years of age or older (written proof of age required); then the company cannot terminate your service for failure to pay a past due bill without the approval of the DPU. If you cannot pay your bill all at once, you may be able to work out a payment plan. You have a right to a hearing at the DPU before termination of service. If you want further information, call **800.292.5012** or the DPU Consumer Division at **877.886.5066** or TTY (for the hearing impaired only) at **711**.

Protection from disconnection of gas service due to non-payment can also be provided when the customer cannot afford to pay the overdue utility bills because of financial hardship (written declaration of financial hardship required) and one of the following:

- All adult members of the household are sixty-five years of age or older; and a minor child resides in the home (written proof of age required)
- A member of the household has a physician-certified serious illness
- A child under twelve months of age resides in the home (written proof of age required)
- The customer heats the home by natural gas.

Protection is only provided during the winter period of November 15 to March 15.

Other financial assistance resources

Please visit berkshiregas.com/HelpWithBill for more information on assistance programs and resources.

Low-Income Home Energy Assistance Program (LIHEAP)

A federally-funded program to assist eligible, low-income households pay a portion of home winter heating bills. LIHEAP is available to both homeowners and renters. Eligibility and payment amount is determined by family size and gross annual household income. Additional assistance may be available for energy efficiency improvements and/or heating system repairs or replacement.

Good Neighbor Energy Fund

This grant program provides electric, gas or oil-heating assistance to Massachusetts residents whose gross annual household income falls at or below the income

guideline. Eligibility requirements apply, funding availability subject to change.



Natural gas safety

Natural gas is a safe, reliable, clean-burning fuel when used properly. With more than 760 miles of gas main in our system, safety is our first priority.

We take a number of steps to help ensure safe, reliable natural gas service to your home and business:

- Regularly inspecting natural gas equipment and rights-of-way.
- Systematically updating and modernizing our system.
- Monitoring operations 24 hours a day, seven days a week.
- Adding odorant to natural gas to produce a “rotten egg” smell if a leak occurs.
- Working with first responders to be prepared for emergencies.
- Reminding everyone to always call **811** before digging.

Gas leaks

If you smell natural gas or suspect a natural gas leak, it's important that you follow these instructions:

Go outside immediately and move to a safe location. Report the gas leak by calling us at 800.292.5012 or call 911.

- Do not operate electrical switches or appliances. These items may produce a spark that might ignite the gas and cause an explosion.
- Do not use a phone inside the home.

- Do not light a match, smoke or extinguish any open flames.
- Do not assume someone else will report the condition.
- Do not open windows or doors to ventilate the area.
- Provide the exact location, including cross streets.
- Let us know if sewer construction or digging activities are going on in the area.

Use your senses to detect gas leaks

A natural gas leak is usually recognized by smell, sight, or sound. Remember, if you smell natural gas, get up, get out and call us or **911** immediately from a safe location. We'll respond quickly to make sure you and your family are safe



Smell: Natural gas is colorless and odorless. For your safety, a distinctive, pungent odor, similar to rotten eggs, is added so that you'll recognize it quickly. Not all transmission lines are odorized.



Sight: You may see a white cloud, mist, fog or bubbles in standing water or blowing dust. You may also see vegetation that appears to be dead or dying for no apparent reason.



Sound: You may hear an unusual noise like roaring, hissing, or whistling.

Carbon monoxide

Natural gas appliances have an excellent safety record, but you should know what carbon monoxide is and how it may affect you.

Carbon monoxide is a colorless, tasteless, odorless gas that is created by the incomplete combustion of all fossil fuels. It is found in combustion fumes, such as those produced by automobile engines, small gasoline engines, stoves, generators, lanterns, and natural gas ranges, or by burning charcoal, oil, wood or propane. Carbon monoxide from these sources can build up in enclosed or partially enclosed spaces or garages.

Carbon monoxide poisoning

Symptoms of carbon monoxide poisoning can happen in a matter of minutes and side effects include headache, fatigue, weakness, shortness of breath, nausea and dizziness. Prolonged exposure to carbon monoxide can lead to serious illness and even death. If you suspect a carbon monoxide problem, get fresh air. Then, call your local fire department, or **911**, for emergency assistance.

Carbon monoxide detectors are required in Massachusetts, on every level of your home and within 10 feet of each sleeping area. They may be battery-operated, plug-in or hard-wired. Visit [mass.gov](https://www.mass.gov) for full details.

Winter safety

Here are some important safety reminders for the winter season:

Keep natural gas meters clear of snow and ice

Snow and ice accumulation may interfere with the operation of natural gas meters and regulators or may slow access in case of an emergency. Snow should not be pushed or piled around meters. Natural gas meters and regulators should be kept clear of snow and ice by using a broom or by hand — not a shovel. Should a natural gas meter become encased in ice or begin to make an unusual noise, contact us immediately.

Watch for falling ice or snow

Be alert to potential ice build-up on rooftops. Falling ice and snow can damage utility meters or regulators.

Keep appliance vents clear of snow and ice

Beware of exhaust from natural gas appliances getting trapped by snow around their outside vent. If a vent is obstructed, the appliance may shut down or malfunction and create a potentially hazardous condition, such as a dangerous build-up of carbon monoxide. All outside vents should be kept clear of snow and ice.

Storm safety

We encourage our customers in flood-prone areas to consider how their natural gas service could be affected by high water. By taking appropriate actions, customers affected by flooding can ensure their safety. We offer the following safety reminders.

If flooding of a home or business has already occurred or is about to occur, call us at **800.292.5012** as soon as possible to have your natural gas service turned off. Never enter a flooded basement or home until your natural gas and electricity services have been turned off.

If any natural gas equipment (furnace, boiler, water heater, etc.) has been under water, you need to contact a plumbing and heating contractor to have the equipment checked. You can then contact us to have natural gas service restored.

Customers and contractors should never attempt to turn on natural gas service. Contact us at **800.292.5012** to have your natural gas service restored.

Pipeline safety

More than 2.2 million miles of pipelines and mains quietly, reliably and efficiently deliver natural gas every day for our customers' use. Almost all the natural gas consumed in the United States is produced domestically and delivered by a transmission and distribution infrastructure that has an outstanding safety record. Like all forms of energy, natural gas must be handled properly. Despite an excellent safety record, a gas leak caused by damage to a pipeline may pose a hazard and has the potential to ignite. If you suspect a leak, move to a safe environment and call us immediately at **800.292.5012** or call **911**.

Excess flow valve

An Excess Flow Valve (EFV) is a device designed to shut off the flow of natural gas automatically if a sudden and abnormal increase in flow is detected in the service line between the natural gas main in the street and the customer's gas meter. Customers may ask to have an EFV installed on their service if one is not already installed, and if the service allows for the proper installation of this device. Visit **berkshiregas.com** for more information.

Corrugated stainless steel tubing (CSST) safety

If your home or business was built after 1990, or you've had work done to the natural gas system, it is likely that corrugated stainless steel tubing (CSST) was installed. If lightning strikes a structure containing improperly installed CSST, the lightning will travel along the structure's natural gas piping and could cause a leak or fire. Consult a licensed electrician to ensure your CSST is safe.

Uncoated brass flex connector safety

Some older brass connectors have a serious flaw in how their tubing was joined to their end pieces. Over time, the end pieces can separate from the tubing, and cause a serious gas leak, explosion or fire. It is very difficult to tell which ones have this flaw, so any uncoated brass connector should be replaced immediately with either a new plastic-coated brass connector or a new stainless steel connector.

Because moving an appliance can cause the complete failure of one of these older weakened connectors, possibly resulting in a deadly fire or explosion, **only a qualified professional should check your connector and replace it if needed. Do not try to do this yourself!**

Cross boring safety

Cross boring is a rare situation where a natural gas line has been inadvertently installed through a sewer or septic pipe. If the sewer or septic pipe becomes clogged, your efforts to clear it can damage the intersecting natural gas line and allow natural gas to escape. Your plumber or drain-cleaning professional may recommend inserting a camera in your sewer or septic pipe to look for the obstruction. This is a good practice and will help identify the blockage. Contact Berkshire Gas if you are unsure if the obstruction is a natural gas line.

If you smell natural gas: Go outside immediately and move to a safe location. Report the gas leak by calling us at 800.292.5012 or call 911.



Don't dig into trouble; know what's below

A safe job starts with **DigSafe**.

This free, statewide service identifies any underground utilities and protects yourself and others from injury.











It's easy. Call **811** or visit **digsafe.com** at least three days before starting your project. **DigSafe** tickets are valid for 30 days.

It's free. Utility representatives will visit the site to mark the location of underground electric, gas, water and any other utility-owned facilities.

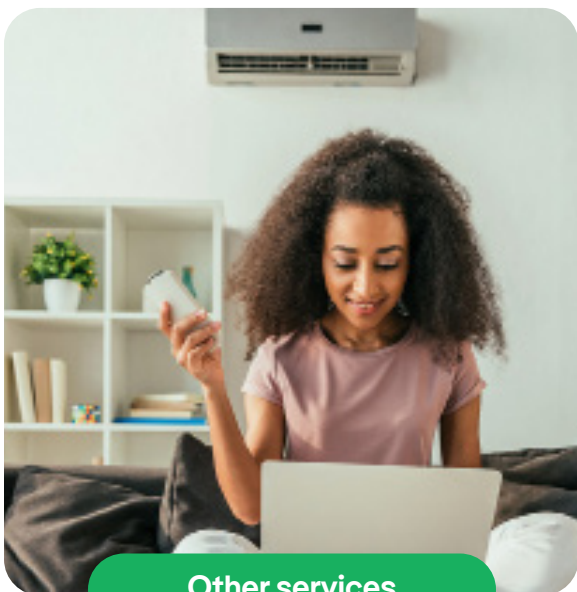
It's the law. Accidentally digging into underground utilities can cause injury, environmental harm and costly damage.

Color code for utility locations

 electric	 water
 sewer	 survey markings
 gas, oil or steam	 proposed excavation
 communications	 reclaimed water/irrigation

You are required to mark underground facilities that you own, such as oil tanks, septic and sewer lines, and even electric dog fences.





Other services

Energy efficiency programs

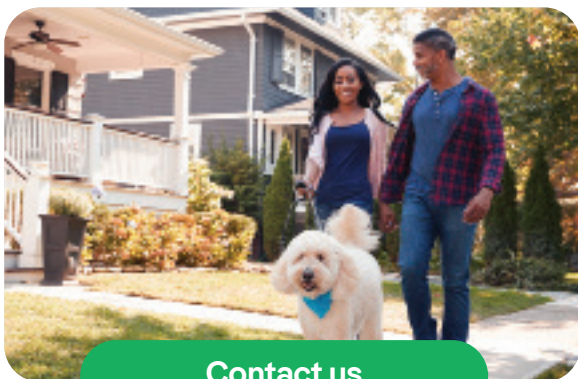
Berkshire Gas is taking steps to make our natural gas heating customers' homes and businesses more energy efficient. If you heat your home or business with natural gas, we can help pay for the installation of approved energy-saving measures to increase your building's energy efficiency, which in turn can save you money. You may also be eligible to receive available incentives and financing opportunities for making the switch to natural gas.

To receive a no-cost home assessment or to learn more about all the energy efficiency programs available to you, please call, **800.944.3212** or visit **MassSave.com**.

Rental heaters and heating conversion burners

Renting a water heater or conversion burner from Berkshire Gas provides the peace of mind our customers expect. For most people, their water heater or home heating system is not often on their mind until the water runs cold or the house is chilled. With a rental water heater or home heating gas burner, there is always someone at the end of the phone to take care of the problem.

It's easy! Go to **berkshiregas.com/service** for more information.



Contact us

Gas Odor or Gas Leak.....	800.292.5012
Billing Inquiries	800.292.5012
Connect/Disconnect Service.....	800.292.5012
Overdue Account/Payment Arrangement.....	800.292.5012
All Other Customer Service Calls.....	800.292.5012
Sales.....	800.297.7144
TTY (for the hearing impaired only).....	711
Rental Equipment.....	888.237.5427
Engineering/Construction/ Office & Administration.....	800.292.5012
Energy Efficiency Programs.....	800.944.3212
Dig Safe	811

- Website** Berkshiregas.com
- Email** CustomerService@berkshiregas.com
- X (Twitter)** [@BerkshireGas](https://twitter.com/BerkshireGas)
- Mobile App** **Berkshire Gas** in App Store or Google Play

Mail **Correspondence only:**
 The Berkshire Gas Company
 115 Cheshire Road
 Pittsfield, MA 01201

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 The Berkshire Gas Company
 P.O. Box 847821
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