



Customer Assistance

Medical Certificate Allows you to notify us if your health or the health of a household member would be endangered by the disconnection of electric and/or natural gas service. Requires submitting a medical certificate form signed by a licensed healthcare provider to us at least three days prior to the scheduled disconnection. This program is only available Dec.1st- March 31st. To apply for a medical certificate, call **1-800-251-7234**.

Help for the Hearing Impaired Relay South Carolina provides translator services for hearing and speech impaired customers to communicate by phone with Dominion Energy South Carolina. For assistance, dial **1-800-735-2905** to speak to a Relay South Carolina operator.

Large Print Bills Available in summary form for visually impaired customers. To request a bill in large print, call **1-800-251-7234**.

How can we help? Access your account www.dominionenergy.com - and with the app.



Your energy is important to your daily life and helping you connect to the right resources and account options is important to us.

We're Here to Help.



Customer Assistance Programs

EnergyShare* Provides assistance to income-eligible, disabled and senior customers for their electric and natural gas service. Funded by Dominion Energy South Carolina customers, employees and retirees.

LIHEAP* The Low-Income Home Energy Assistance Program uses federal funds to help local, income-eligible residents pay their home energy bills. How much assistance a customer can receive depends on the type of fuel they use and income.

Weatherization* Dominion Energy South Carolina supports local community action agencies and the South Carolina Office of Economic Opportunity to help customers improve the energy efficiency of their homes. Eligible families must meet the federal government standards of a low income household.

**To apply for EnergyShare, LIHEAP and Weatherization assistance, contact your local community action agency (CAA). Find a full listing of CAAs and other resources at:*

[DominionEnergy.com/AssistanceSC](https://www.dominionenergy.com/AssistanceSC)

Third Party Notification Allows you to have another individual (family member, friend or neighbor) notified by mail, along with you, when your account is delinquent. Sign up online or by phone at **1-800-251-7234**.

White Cross For customers who rely on medical equipment in their homes that require electricity. Before a major storm that could affect service, we attempt to notify White Cross customers so customers can make arrangements to sustain their equipment should an outage occur. An attempt is also made to notify the White Cross customer of pending credit action. Call **1-800-922-8802** to sign up.