

Contact Us

Online.....DominionEnergy.com

Customer Service 1-800-251-7234

Automated system available 24 x 7
Customer Service Representatives available
Monday through Friday, 7AM - 6PM

Electric Emergencies 1-888-333-4465

Gas Leak Emergency Service 1-800-815-0083

Power Outages If you provided a mobile number, and established electric service at a location that has a smart meter, we have automatically enrolled you in Proactive Outage Notifications. You will receive text alerts about outages and restoration efforts. Reduces the need for you to have to contact us. Message and Data Rates May apply. Options to opt out are available.

However, if you experience an electric emergency such as fallen power line, tree/limb on your service, or sparking wires, we need to hear from you.



At Dominion Energy, we value the trust you place in us when you provide us with your personal information. We take your privacy seriously and are committed to protecting it. If you would like to request a mailed copy, please contact **803-217-4410**.

To learn more, please visit: [DominionEnergy.com/privacy](https://www.dominionenergy.com/privacy).



Welcome to
Dominion Energy.

Your Account

Online at DominionEnergy.com Online services give you access to your Dominion Energy account at anytime, anywhere with no hold times or phone menu options. You can start, stop, or transfer your service, review, and analyze your usage, pay your bill, set up your payment preferences and even connect with us online at your convenience.

Text Notification You can now sign up for helpful Text Notifications for all of your account needs, like billing, energy alerts, and payment reminders.

Dominion Energy App The app gives you instant access to your energy account, payment options on the go and timely notifications. [Scan the code](#) to download.



Monthly Energy Use and Daily Energy You can check your energy usage easily, review the details of your bill and compare your monthly usage over time to find ways to save more energy and lower your energy expenses.

Payment and Billing Options

Online or with the App Sign up for [eBill](#), our paperless billing option, and use your checking or savings account to make a one-time payment or set up automatic monthly payments.

By Phone with Paymentus Call [1-800-450-9160](#) to access this secure, automated telephone payment service. Visa, MasterCard, American Express, Discover, electronic check or debit card accepted. Paymentus assesses a fee for this service.

By Mail Send your payment to: [Dominion Energy South Carolina, P.O. Box 25973 Richmond, VA 23260-5973](#) by the due date noted on your bill.

In Person at any authorized payment locations including Walmart. A current list of authorized payment locations is available on [DominionEnergy.com](#).

Automatic Monthly Payments Create a recurring automatic monthly draft payment online from your

checking or savings account or from your debit/credit card (AutoPay). There's no fee to make an online payment and payments post to your account in time for the due date.

Budget Billing Pay the same amount every month while still being able to track your actual energy use vs. your budget billing amount. If your usage is over or under, adjustments to the payment amount may be necessary and you'll be notified.

Paperless Billing With eBill, you will receive a notification when your bill is ready to view and can opt to receive a reminder when your bill is due.

Customer Assistance Programs

EnergyShare is Dominion Energy's year-round energy assistance program that helps qualifying income-eligible residential customers, persons with disabilities, senior citizens, and veterans with bill pay assistance for their electric and natural gas services. For information on this program, visit [DominionEnergy.com/Assistance](#).

Low-Income Home Energy Assistance Program LIHEAP uses federal funds to help qualifying income-eligible residents pay their home energy bills. For information on this program, visit [DominionEnergy.com/Assistance](#).

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 they can make arrangements to sustain their equipment should an outage occur. Call [1-800-922-8802](#) to sign up.

Large Print Bills Available in summary form for visually impaired customers.

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.