

# Contact Dominion Energy

## Need Help Managing Your Bill?

If you or someone you know becomes delinquent in paying the electric bill, please call us right away. Calling early may provide more options to help prevent the service from being turned off. You may be eligible for payment arrangements.

### Billing Options

**Short-Term Payment Extension:** Provides more time to pay your electric bill.

**Long-Term Payment Plan:** Divides your past due balance into equal amounts to be paid with your current bill for a set number of months.

**Third Party Notification:** Allows you to designate a relative, friend or other trusted party to be notified before service is cut off for non-payment.

### Customer Payment Options

Dominion Energy provides a variety of convenient payment options for our customers. A few of these options are listed below:

**Pay Online:** Manage Account provides 24/7 access to pay your bill online.

**Pay In Person:** Payments can be made at (authorized) locations for a \$1.50 transaction fee.

**Pay By Phone:** Dial 1-833-281-1507. There is a \$1.65 convenience fee per transaction. Please have your Dominion Energy account number ready.

**DominionEnergy.com**

**1-866-DOM-HELP**

**(1-866-366-4357)**

# ENERGY ASSISTANCE

Where to go when help is needed

## NORTH CAROLINA





# Assistance Programs

## State Assistance

The North Carolina Department of Social Services (DSS) offers two assistance programs to help eligible households offset heating and/or cooling expenses. Contact your local DSS to complete the application process and for additional information.

## Crisis Intervention Program (CIP)

CIP assists eligible households experiencing a heating or cooling-related crisis. Each household is evaluated individually to determine if there is a crisis.

**Application:** July 1 – June 30: or until the CIP allocation is exhausted, whichever comes first

## Low Income Energy Assistance (LIEAP)

LIEAP provides a one-time vendor payment to help eligible households pay their heating bills.

**Application:** Dec. 1 – 31: Households including a person aged 60 or older or an individual receiving disability benefits through the Division of Aging and Adult Services  
Jan. 1 – Mar. 31: All households until funds are exhausted

# EnergyShare<sup>®</sup>

EnergyShare is Dominion Energy's assistance program for anyone facing financial hardships from family crisis. Call 2-1-1 or visit [nc211.org](http://nc211.org) for a referral to your local EnergyShare agency or view a list of local EnergyShare agencies on [dominionenergy.com](http://dominionenergy.com).

EnergyShare is a heating assistance program. Assistance applies to any primary heat source: oil, gas, kerosene, wood and electricity.

## Operation Fan/Heat Relief

Since 1990, Dominion Energy has supported the Division of Aging and Adult Services program for seniors, Project Fan/Heat Relief. We donate funds to help provide fans in our service area in the northeastern portion of North Carolina. For information on how to apply, contact the North Carolina Department of Human Services – Division of Aging at 919-733-0440.

## What to Do When You Need Help

Are you or someone you know experiencing difficulty paying for the mortgage, child care, food, medicine or utility bills?

Deciding which bills to pay can be challenging. If this happens, please take action right away. You may be eligible for payment arrangements or energy assistance funds. Doing so typically provides more options and may help prevent your electricity from being turned off.

This brochure provides information and resources for assistance. Anyone may be eligible. Energy assistance is not limited to low income customers, but anyone facing hardship.

## Who To Contact?

**NC 2-1-1** is a free, confidential 24/7 information and referral service of United Way North Carolina. When you dial 2-1-1, you will be connected to a trained professional who can provide referrals to health and human services:

- Utility assistance (state agencies and community organizations) along with EnergyShare agencies
- Basic human needs (food banks, shelters)
- Work initiatives
- Elder care & child care

Call today by dialing 2-1-1 or visit [nc211.org](http://nc211.org)