

Account Changes

Mailing Address: To update your mailing address, visit DominionEnergy.com and sign in or register to manage your account online.

Moving: Visit DominionEnergy.com and select Manage Service to start, stop or transfer your service. You can also view the status of your existing order, change/cancel your order or check your account balance.

Phone Number: Having an accurate phone number on your account helps report your outage quicker. Visit DominionEnergy.com and sign in or register to manage your account online and update your phone number, or call 1-800-222-0401.

Services

Braille Billing/Large Print Bills: Visually impaired customers may request their bill printed in Braille or large print by calling us.

Budget Billing: Bills are averaged over a 12-month period and the averaged amount is paid monthly. Periodic reviews are done to assure the amount is accurate. Enroll at DominionEnergy.com/budgetbilling.

eBill: Dominion Energy's paperless billing option is convenient, easy and secure. You can make free, same-day payments from your checking/savings account. You'll also receive a payment reminder three days before your bill is due. Learn more at DominionEnergy.com/eBill.

EnergyShare: Adding an exact overpayment of \$1, \$2, \$5, \$10, \$20, \$25, or \$35 to your payment helps those in need with their energy bills. You may also send a check payable to EnergyShare to P.O. Box 370, Roanoke Rapids, NC 27870-0370.

Outage Reporting: Visit us on your mobile device at DominionEnergy.com to report/check outages anytime, anywhere. Our voice response system is also available 24/7 to report or check the status of an outage.

Payment Plans: Visit DominionEnergy.com, search: Payment Arrangements to learn if you qualify for an extension to your due date or scheduled monthly payments.

Third Party Notification: At your request, we will send a copy of any past-due notices to a person of your choice. Enroll at DominionEnergy.com, search: Third Party Notice.

Payment Options

Here are some payment options for your convenience. As a reminder, payments by check or eCheck cannot be accepted if an account has two or more returned payments within the last 12 months. Customer bills will display a special message if an account is not eligible to pay by check or eCheck.

Bank Draft: Sign up for Bank Draft and have your bill automatically deducted from your checking or savings account. Enroll online at DominionEnergy.com, search: Bank Draft.

Free Online Payment: Make a one-time, same-day payment or schedule a payment for free from your bank account. You can also enroll in eBill, our paperless billing program. With eBill, you'll receive an email and have the option to also receive a text notification when your bill is ready and a payment reminder three days before your bill is due. Sign in or register at DominionEnergy.com to manage account online.

Credit/Debit/Purchasing Card and Electronic Checks: Pay online at DominionEnergy.com, search: Credit Card, or call 1-833-281-1507. Convenience fee applies.

In Person: For an Authorized Payment Center near you, visit DominionEnergy.com, search: Payment Centers. Be sure to have either your Dominion Energy account number or your printed payment coupon available when paying in person. Convenience fee applies.

U.S. Mail: Mail your check or money order to Dominion Energy North Carolina, P.O. Box 26543, Richmond, VA 23290-0001. Checks sent to Dominion Energy will be processed upon receipt regardless of the date included on the check. Dominion Energy will not send you the original check or its electronic image. As a reminder, please **DO NOT INCLUDE CORRESPONDENCE OR CASH** with your payment.

- **Electronic Check Conversion:** Paying by check authorizes Dominion Energy to use the information from your check to make a one-time electronic funds transfer from your account. The funds may be withdrawn as early as the date we receive your payment, and you will not receive your check back from your financial institution.

Understanding Your Bill

Demand Charge (kW): Largest electrical use or highest "demand" for electricity averaged in any 30-minute period per month measured in kilowatts (kW). Charge is calculated based on cost per kW used.

Electric Charges: Cost of kilowatt hours (kWh) used per billing period. For information regarding the charges for which you are being billed, visit DominionEnergy.com, search: Understanding Your Bill.

kWh (kilowatt hour): A measurement of electrical energy.

Late Payment Charge: Fee assessed on any unpaid Dominion Energy North Carolina charges past due at the time of billing.

Multiplier: Some meters are programmed to record energy at a slower rate due to the demand needed. Once the readings are obtained, the usage is increased by the programmed rate (multiplier).

Rate Schedule - Price used to calculate your bill. View our rate schedules at DominionEnergy.com, search: Rates.

Customer Contact Information

Self Service: DominionEnergy.com, search: Manage Account, or call 1-866-DOM-HELP to use the automated phone transaction center.

Customer Care: 1-866-DOM-HELP (1-866-366-4357) Monday - Friday, 8:00 a.m. - 5:00 p.m. EST.

Correspondence: P.O. Box 26666, Richmond, VA 23261-6666.