

Summary of North Carolina Utilities Commission Order

In accordance with an order issued by the North Carolina Utilities Commission on February 23, 2021, this message is to inform you that Dominion Energy North Carolina (Electric) intends to suspend disconnections of service for nonpayment of bills dated on or before March 31, 2021 for certain residential customers who are eligible to receive relief from relevant state and federal programs and other billing assistance programs. Customers who are not eligible for this relief will receive a door tag at their residence 24-36 hours before the disconnection is to occur with information about how to prevent the disconnect.

The February 23 order also continues to waive late fees and reconnection charges through the end of the COVID-19 state of emergency or until further order of the Commission. Except for the continued waiver of those fees, no provision in the order is to be interpreted as relieving a customer of the obligation to pay bills for utility service.

Customers with past due balances may establish a Special Repayment Plan in which the balance is paid off in equal monthly installments over at least 18 months, unless another time period is agreed to. The Special Repayment Plan may be transferred when a customer's service is transferred to a new location. No disconnection or other collection actions will be taken, nor will the customer be reported to any credit reporting agency, as long as the customer is in compliance with the Special Repayment Plan. To establish a Special Repayment Plan, call us at **1-866-366-4357**.

Customers are encouraged to check for available assistance from the Low-Income Energy Assistance Program (ILEAP), Crisis Intervention Program (CIP), or the North Carolina Housing Opportunities and Prevention of Evictions (NC Hope) Program, or a local assistance agency. Visit [DominionEnergy.com/NCassistance](https://www.dominionenergy.com/NCassistance) or simply dial 2-1-1 to locate assistance agencies in your area.

