

Summary of North Carolina Utilities Commission Order

In accordance with an order issued by the North Carolina Utilities Commission on July 29, 2020, this message is to inform you that Dominion Energy North Carolina (Electric) intends to resume disconnection of service for nonpayment of bills dated on or after September 1, 2020, and return to normal collection of past due balances. The 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. The full text of the Commission's July 29 order may be viewed at [DominionEnergy.com/NCassistance](https://www.dominionenergy.com/NCassistance).

Customers with past due balances may establish a Special Repayment Plan in which the balance is paid off in equal monthly installments over 12 months, or some lesser period of the customer's choosing. 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 federal Low Income Home Energy Assistance Program (LIHEAP), the North Carolina Department of Health and Human Services Crisis Intervention 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. **In addition, please contact us if disconnection of service would be especially dangerous to your health or to the health of members of your household.**