



Dominion Energy South Carolina, Inc.

Termination of Service Due To Non-Payment

Written Procedures for its
Electric and Natural Gas Operations

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Filing Date: March 1, 2019	Revision Date:	February 28, 2019



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General Information

Bills for residential electric and gas service are past due 25 days after the billing date, i.e., the "statement date" on the customer's bill, and are subject to a late payment charge of 1.5%. If the bill or any portion thereof is not paid, the next month's bill will show the "past due" balance.

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Normal Notifications

Before any residential customer's utility service is disconnected for non-payment, that customer is given multiple opportunities to pay a "past due" bill. In the notice, customers are provided a specific date and time by which to pay to avoid disconnection of electric and/or natural gas service.

First Notice

A first notice is mailed to the customer with the monthly billing statement, at least ten (10) days prior to the possible termination of service. This notice indicates that Dominion Energy South Carolina intends to disconnect utility service. If the customer participates in the Third Party Notification program and has requested that another individual be notified before service is disconnected, such first notice is provided to the third party at this time.

The disconnection notice includes the following:

1. Address, telephone number and working hours of Dominion Energy South Carolina representative to be contacted by the customer for the arrangement of a personal interview with a Dominion Energy South Carolina employee with the authority to accept full payment or make other payment arrangements
2. The total amount owed
3. The date and amount of the last payment
4. The date by which the customer must either pay in full the amount outstanding or make satisfactory arrangements for payment by installments of such amount.
5. The availability of investigation and review of any unresolved dispute by the South Carolina Office of Regulatory Staff (ORS) and the ORS's toll free telephone number
6. A statement that service to a residential customer who qualifies as a special needs account customer (i.e., a White Cross Plus+ Program Participant) shall only be terminated in accordance with S.C. Code Ann. § 58-5-1110 and/or § 58-27-2510 et seq., as amended.
7. A statement that service to a residential service will not be terminated from December 1 to March 31 if the customer, or a member of his household at the premises being served, furnishes Dominion Energy South Carolina, no less than three (3) days prior to termination or to the terminating crew at the time of termination, a certificate on a form provided by Dominion Energy South Carolina and signed by (i) a licensed physician, stating that termination of electric and/or gas service would be especially dangerous to such person's health, and (ii) the customer, stating that he is unable to pay by installments. A certification expires thirty-one (31) days after execution by the physician and may be renewed for an additional thirty (30) days no more than three (3) times.

Final Notice

A final notice is mailed to the customer four (4) days prior to disconnection of service. This notice informs the customer that his service is subject to termination for non-payment and includes options to avoid disconnection or to communicate disputes. If the customer participates in the Third Party Notification program and has requested that another individual be notified before service is disconnected, such final notice is provided to the third party at this time.

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Special Notifications

Field Notification

Prior to disconnection, if field personnel believe a situation warrants additional investigation and are unable to speak with the customer, they will utilize a door hanger so long as there are no safety risks to the field personnel associated with leaving the door hanger (e.g., dogs). This allows the customer an additional 24 hours to contact Dominion Energy South Carolina before disconnection.

White Cross Notification

Customers enrolled in the White Cross Program receive the Normal Notifications. Additionally, an attempt is made to contact the customer by phone prior to disconnection. If the attempt is successful (either live answer or answering machine), the customer is reminded of the impending disconnect.

Field personnel are also instructed to knock before working the disconnect on the initial attempt to disconnect service. If field personnel believe the situation warrants, the disconnection can be held for 24 hours and notification sent to the Dominion Energy South Carolina Customer Assistance area for further research which may include an in-home visit by a Customer Assistance Advisor.

Third Party Notification

Dominion Energy South Carolina supports the Third Party Notification program. This program is a safety net that allows others to be aware of a situation that may affect disconnection of electric and/or natural gas service. This is a voluntary program and is helpful to those who are ill, elderly or living alone. The program gives the account holder the option of naming another person to receive a copy of any disconnection notice that is sent by Dominion Energy South Carolina. This person can be anyone you wish, such as a friend, relative, neighbor, clergy or even a social agency. The third party is not responsible for paying the bill.

The program has a built in feature to attempt to keep the customer's third party information current. For those actively participating in the Third Party Notification Program, an automated letter is generated every 2 years. The automated letter provides the Third Party contact information on file and encourages the customer to review the data and notify Dominion Energy South Carolina of any changes.

Third Party Notification is a free service and may be set up by the customer, or by a concerned third party with the customer's permission. Please call 800-251-7234 to enroll in the Third Party Notification Program or if you have a special need that this program does not cover.

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Payment Arrangement Plan(s)

Dominion Energy South Carolina works directly with customers regarding payment options. Payment options are offered to customers who are unable to pay the full amount due for the electric and/or natural gas service.

Short Term Arrangement

For customers who have a satisfactory payment history as determined by Dominion Energy South Carolina, a Short Term Arrangement is offered. This payment option allows a currently forecasted disconnect to be stopped and deferred to the next forecasted disconnect date.

Deferred Payment Plan

For customers who are unable to pay the full amount due and need to pay in installments or who have not kept previous Short Term Arrangements, a Deferred Payment Plan is offered. This payment option allows a customer to pay his past due amounts in monthly installments.

Medical Certificate

From December 1 to March 31, Dominion Energy South Carolina will not disconnect a residential customer if the customer, or a member of his household at the premises being served, furnishes Dominion Energy South Carolina, no less than three (3) days prior to termination or to the terminating crew at the time of termination, a certificate on a form provided by Dominion Energy South Carolina and signed by (i) a licensed physician, stating that termination of electric and/or gas service would be especially dangerous to such person's health, and (ii) the customer, stating that he is unable to pay by installments. A certification expires thirty-one (31) days after execution by the physician and may be renewed for an additional thirty (30) days no more than three (3) times.

For customers coming off Medical Certificate, field personnel are instructed to knock before working the medical certificate disconnect on the initial attempt to disconnect service.

Social Service Agencies

Customers who need information about social service agencies in their area should visit our website (DominionEnergySC.com/agencies) or call 800-251-7234 to speak to a Dominion Energy South Carolina representative.

Dominion Energy South Carolina representatives are trained to identify customer situations where additional help is needed, and agency information is organized by geographical area and is readily available to representatives.

Additionally, Dominion Energy South Carolina's Customer Assistance representatives work with the local community action agencies, churches, Salvation Army, etc. daily. These relationships

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can benefit customers by processing agency assistance pledges to cancel disconnection activity, and in some cases to re-establish electric and/or natural gas service.

Standards for Determining Weather Conditions

By utilizing NOAA (National Oceanic and Atmospheric Administration), Dominion Energy South Carolina programmatically integrates the NOAA data for each local office within the service territory to provide area management with a weather based "disconnect" decision. For areas that meet the Temperature Guideline, disconnects will be suspended for that day for that area.

Winter Guideline

*Residential electric and natural gas customers
December 1 through March 31*

- Forecasted average of 32 degrees or less for ensuing 48-hour period.
Note: Arithmetic average of the forecasted high and low temperature for ensuing 48-hour period.

Summer Guideline

*Residential electric customers
June 1 through August 31*

- Forecasted heat index of 105 or higher for ensuing 24-hour period.

Payment Acceptance and Reconnection

Customers will be notified through the Normal and Special Notifications of the date and time payment is due. To avoid disconnection or to initiate reconnection of electric and/or natural gas service, Dominion Energy South Carolina provides online payment options and payment locations where customers can make payments and have them post to the Dominion Energy South Carolina Customer system. Visit DominionEnergySC.com/paymentoption for payment options or DominionEnergySC.com/payment-locations for a current listing of authorized payment locations.

If field personnel are onsite to disconnect the service and the customer makes a good faith effort to pay the past due amount, field personnel will instruct the customer to make their payment at the nearest payment location and will hold the disconnection until the next business day.

Should a customer be disconnected for non-payment and makes a satisfactory payment before 6:00 pm, Monday through Friday, Dominion Energy South Carolina will reconnect the service on the same day¹. Should a customer be disconnected for non-payment and makes a satisfactory payment before noon Saturday, Dominion Energy South Carolina will reconnect the service on the same day; otherwise, the reconnect will take place the next business day.

¹ Should Field Personnel, in their attempt to reconnect service, pick up load, service will not be reconnected.

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Special Care Programs

White Cross Program

The White Cross Program of Dominion Energy South Carolina is designed for a customer or family member who depends on electricity to operate essential medical equipment. As part of the program, an attempt is made to contact the White Cross customer via telephone should they be scheduled for disconnection of service due to non-payment. Additionally, customers are also called when a major storm is approaching so that they can make other arrangements to sustain their medical equipment should an outage occur.

In order to participate in the White Cross Program, customers must have telephone service in their home. Having a White Cross designation does not mean power will be restored more quickly than others, nor will credit action be deferred for non-payment of utility bills.

White Cross Plus+ Program

Dominion Energy South Carolina recognizes that there are customers throughout the area with varying degrees of critical health issues and is committed to providing a more personalized level of assistance to these customers. To qualify for the White Cross Plus+ Program, the customer or a family member must be certified by a licensed health care provider² as being seriously ill³ or on life support⁴ on a form provided by the utility.

In addition to the Normal and Special Notifications, customers on the White Cross Plus+ Program will be personally contacted by a Customer Assistance Advisor to include an in-home visit, if needed, prior to any disconnect activity taking place. This approach will enable Dominion Energy South Carolina's Customer Assistance representatives to work with the customer, their third party representative and, when applicable, with other agencies to address the customer's needs.

The White Cross Plus+ Program will help us handle these customers' accounts with special care; it does not prevent disconnection for non-payment.

² "Licensed health care provider" means a licensed medical doctor, physician's assistant, nurse practitioner, or advanced-practice registered nurse.

³ "Seriously ill" means having been certified by a licensed health care provider as (i) having Alzheimer's disease or dementia or (ii) having a condition or illness such that termination of electric service would be dangerous to the person's health.

⁴ "Life support" means electronic medical equipment required to sustain life.

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