

# Contact Us

## Online

DominionEnergy.com

## Customer Service

1-800-251-7234

Automated system available 24 x 7  
Customer Service Representatives available  
Monday through Friday, 7 AM - 6 PM

## Emergencies and Outages

1-888-333-4465

## Emergency Service for Gas Leaks

1-800-815-0083

<b>Smart.</b>	Manage your
<b>Fast.</b>	account with the
<b>Easy.</b>	Dominion Energy app.
<b>Secure.</b>	Download it today!

At Dominion Energy, we value the trust you place in us when you provide us with your personal information. We take your privacy seriously and are committed to protecting it. If you would like to request a mailed copy, please contact 803-217-4410. To learn more, please visit: [DominionEnergy.com/privacy](https://www.dominionenergy.com/privacy).



Actions Speak Louder

# Welcome!



Actions Speak Louder

**When it comes to your energy bill, the choice is yours – how you receive it, how you pay it and even when you pay it.**

## **Your Account**

**Online at DominionEnergy.com** Online services give you access to your Dominion Energy account at anytime, anywhere with no hold times or phone menu options. You can start, stop, or transfer your service, review, and analyze your usage, pay your bill, set up your payment preferences and even connect with us online at your convenience.

**Dominion Energy App** The Dominion Energy App gives you instant access to your energy account, payment options on the go and timely notifications.

**Monthly Energy Use and Daily Energy** You can check your energy usage easily\*, review the details of your bill and compare your monthly usage over time to find ways to save more energy and lower your energy expenses. \*Most customers with a smart meter can view daily usage and set usage alerts.

## **Payment Options**

**Online or with the App** Sign up for eBill, our paperless billing option, and use your checking or savings account to make a one-time payment or set up automatic monthly payments.

**By Phone** with BillMatrix Call 1-800-450-9160 to access this secure, automated telephone payment service. Visa, MasterCard, American Express, Discover, electronic check or debit card accepted. BillMatrix assesses a fee for this service.

**By Mail** Send your payment to: Dominion Energy South Carolina, P.O. Box 100255 Columbia, S.C. 29202-3255 by the due date noted on your bill.

**In Person** at any authorized payment locations including Walmart. A current list of authorized payment locations is available on [DominionEnergy.com](http://DominionEnergy.com).

## **Additional Payment Options**

**Automatic Monthly Payments** Create a recurring automatic monthly bank draft payment online from your checking or savings account (AutoPay.) There's no fee to make an online payment and payments post to your account in time for the due date.

**Budget Billing** Pay the same amount every month while still being able to track your actual energy use vs. your budget billing amount. If your usage is over or under, adjustments to the payment amount may be necessary and you'll be notified.

**Paperless Billing** With eBill, you will receive a notification when your bill is ready to view and can opt to receive a reminder when your bill is due.

## **Customer Assistance Programs**

**EnergyShare** is Dominion Energy's year-round energy assistance program that helps qualifying income-eligible residential customers, persons with disabilities, senior citizens, and veterans with bill pay assistance for their electric and natural gas services. For information on this program, visit [DominionEnergy.com/Assistance](http://DominionEnergy.com/Assistance).

**Low-Income Home Energy Assistance Program LIHEAP** uses federal funds to help qualifying income-eligible residents pay their home energy bills. For information on this program, visit [DominionEnergy.com/Assistance](http://DominionEnergy.com/Assistance).

**White Cross** For customers who rely on medical equipment in their homes that require electricity. Before a major storm that could affect service, we attempt to notify White Cross customers so they can make arrangements to sustain their equipment should an outage occur. Call **1-800-922-8802** to sign up.

**Large Print Bills** Available in summary form for visually impaired customers.

**Help for the Hearing Impaired** Relay South Carolina provides translator services for hearing and speech impaired customers to communicate by phone with Dominion Energy South Carolina. For assistance, dial **1-800-735-2905** to speak to a Relay South Carolina operator.