

EnergyShare is Dominion Energy's assistance program for ANYONE facing financial hardships.



Bill Payment Assistance

Applies to any heating or cooling source within Dominion Energy's service territory.



Weatherization Assistance

To help save on energy costs, qualifying customers may receive a FREE energy assessment and free energy-saving measures.



How to Apply for EnergyShare

For more information or to locate an EnergyShare agency, visit **DominionEnergy.com**. Search "EnergyShare".

Ways to Save Tips

Conserving energy can help you reduce your energy bills. Here are "no-cost/low-cost" tips to help you get started:

- Turn off lights and unplug equipment when not in use
- Set thermostat to 68° in the winter and 78° in the summer. Strategically place fans to keep living areas comfortable
- Air dry clothes when possible
- When possible, use cold water to wash clothes or dishes
- Wash only full loads of dishes and clothes
- Keep the fridge between 36° and 39°
- Lower water heater to between 120° and 125°
- Select the air dry option instead of the dishwasher's drying cycle
- Look for the ENERGY STAR® label on light bulbs, home appliances, electronics, and other products
- Turn heat or air conditioning off (or close registers) and close doors to unused rooms

Contact Dominion Energy

Need help managing your bill?

If you or someone you know becomes delinquent in paying the electric bill, please call us right away. Calling early may provide more options to help prevent the service from being turned off. You may be eligible for payment arrangements.

Billing Options

Short-Term Payment Extension: Provides more time to pay your electric bill.

Long-Term Payment Plan: Divides your past due balance into equal payments for up to six months. In addition, you continue to pay your current bill each month.

Budget Billing: Divides your past due balance into equal amounts to be paid with your current bill for a set number of months.

Third Party Notification: Allows you to designate a relative, friend or other trusted party to be notified before service is cut off for non-payment.

Customer Payment Options

Dominion Energy provides a variety of convenient payment options for our customers. A few of these options are listed below.

Pay Online: Manage Account provides 24/7 access to pay your bill online.

Pay In Person: Payments can be made at (authorized) locations for a \$1.50 transaction fee.

Pay By Phone: Dial 1-866-366-4357. There is a \$1.65 convenience fee per transaction. Please have your Dominion Energy account number ready.

DominionEnergy.com/billhelp
1-866-DOM-HELP
(1-866-366-4357)



Energy Assistance

WHERE TO GO WHEN HELP IS NEEDED

VIRGINIA





State Assistance

The Virginia Department of Social Services offers three ways to assist with paying the energy bills:

Fuel Assistance

Helps eligible households with the costs of heating their homes

Crisis Assistance

Helps eligible households in emergency situations with primary heat security deposits, utility heating bills, repair/replacement of heating equipment, primary heating fuel, or emergency shelter

Cooling Assistance

Helps with cooling equipment repairs/purchases and with payment of the electric bill to operate cooling equipment

Fuel	2nd Tuesday in Oct. – 2nd Friday in Nov.	Assistance with primary home heating bill or fuel delivery
Crisis	Nov. 1 – Mar. 15	<ul style="list-style-type: none"> • Heating equipment repair or replacement • Supplemental heating equipment • Security deposit
	Jan. 1 – Mar. 15	<ul style="list-style-type: none"> • Emergency fuel delivery • Emergency utility bill payment
Cooling	June 15 – Aug. 15	Equipment purchase, repair and/or bill payment

How to apply for state assistance

Apply at CommonHelp –

- Online: [commonhelp.virginia.gov](https://www.commonhelp.virginia.gov)
Scan the code here.



- Phone: 1- 855-635-4370
- In person: local Department of Social Services

What to Do When You Need Help

Are you or someone you know experiencing difficulty paying for the mortgage, child care, food, medicine or utility bills?

Deciding which bills to pay can be challenging. If this happens, please take action right away. Doing so typically provides more options and may help prevent your electricity from being turned off.

Anyone may be eligible: Energy assistance is not limited to low income customers, but anyone facing hardship.

Who to contact

2-1-1 VIRGINIA is a free, confidential 24/7 information and referral service of the Virginia Department of Social Services. 2-1-1 VIRGINIA provides referrals to local health and human services for a variety of needs (utility assistance, child care, employment, and food).

Call today by dialing 2-1-1 or visit [211virginia.org](https://www.211virginia.org).

Percentage of Income Payment Program (PIPP)

PIPP helps income challenged Dominion Energy customers manage their electric bills year-round.

Your monthly bill amount, or “PIPP Amount,” is based on a percentage of household income and the primary heat source.

- Electric heat = 10% of income
- Other heat source = 6% of income

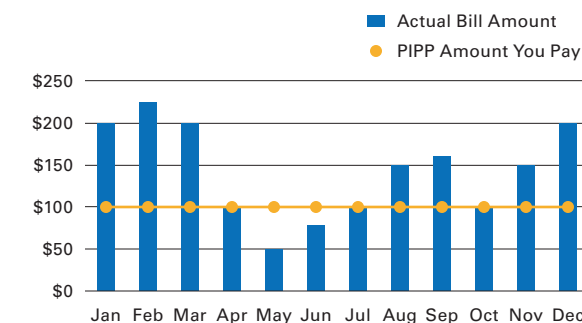
Each month you pay your PIPP amount due on-time and in-full, a portion of your actual account balance is removed through incentive credits applied to your account.



If you make 12 on-time and in-full payments, your outstanding balance will be eliminated.

PIPP billing example

For example, if your monthly income is \$1,000 and your primary heat source is electric, your monthly PIPP payment would be capped at \$100 (10% of your income).



How to apply for PIPP

PIPP applications and eligibility are managed by the Virginia Department of Social Services (VDSS). Applications are accepted year-round.

- Online: [commonhelp.virginia.gov](https://www.commonhelp.virginia.gov)
- In person: local Department of Social Services