

Additional PIPP Information

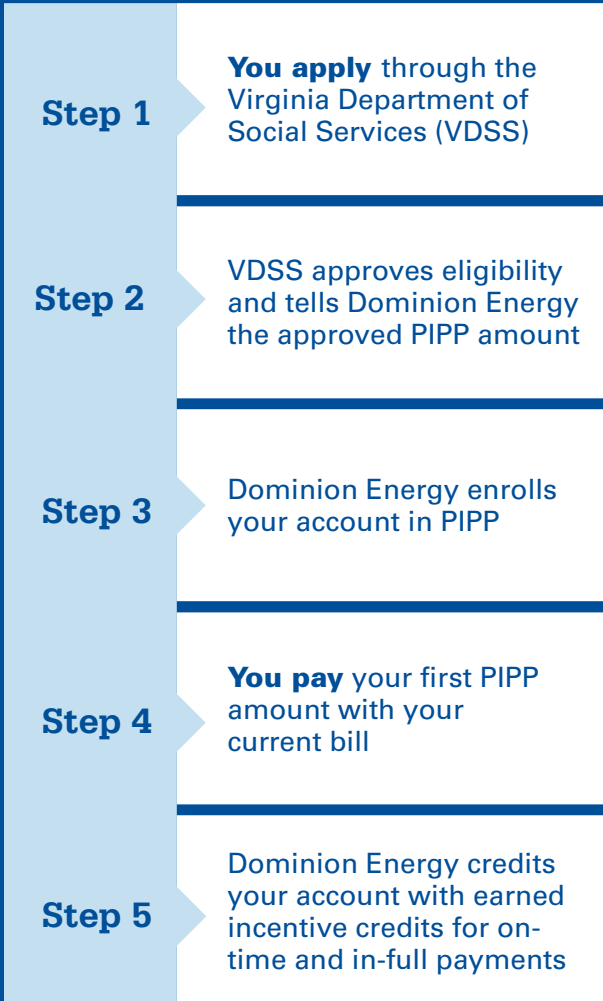
- PIPP participants are not charged deposits or late payment charges.
- You may apply for bill payment assistance if you need help with making your monthly PIPP payment on-time and in-full.
- When enrolled in PIPP, you are not eligible to enroll in other Dominion Energy billing programs such as short and long term payment plans, budget billing, and other programs.
- If you wish to continue participating in PIPP after transferring your service, please re-apply via CommonHelp or contact your local Department of Social Services.

Need Help Paying Your Bill?

While your PIPP application is being processed or if you need help paying your PIPP amount due, help is available.

To learn more about available bill payment programs, please visit dominionenergy.com/billhelp.

Application Process



Want to take the next step?

Apply at CommonHelp - commonhelp.virginia.gov. Scan the code here.

PIPP

Percentage of Income Payment Program

Virginia's payment program provides income challenged households with consistent monthly Dominion Energy bills based on income.



Powering Your Every Day.™



Benefits of Paying Your Monthly PIPP Amount On-Time and In-Full

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.

- A credit for the difference between the current bill amount and the PIPP amount due.
- A 1/12th credit of your past due balance (calculated at enrollment).



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

How to Succeed on PIPP

- ✓ Make your monthly PIPP payment on-time and in-full to earn credits to reduce your balance.
- ✓ Seek bill payment assistance if you are unable to make your PIPP payment on-time and in-full.
- ✓ You are required to reverify your income with the Virginia Department of Social Services (VDSS) every 12 months or as your household income changes. Failure to reverify income may result in being removed from the program.
- ✓ Choose to set up an online account at [DominionEnergy.com](https://www.dominionenergy.com) and select AutoPay. It's the easiest way to ensure your monthly PIPP payment is made on-time and in-full.

What Happens If I Miss My Monthly PIPP Payment?

- You will not earn that month's incentive credits.
- You will owe the missed PIPP payment and your current PIPP payment on your next bill.
- Your service may be subject to disconnection for non-payment.
- If your account closes due to nonpayment, your account may be removed from the PIPP program.
- If you are removed from PIPP, your entire account balance is due.

Do I Qualify?

If you are a Dominion Energy customer with a household income at or below 150% of the Federal Poverty Level, you may be eligible.

How Do I Apply?

PIPP applications and eligibility are managed by the VDSS.

Online: [commonhelp.virginia.gov](https://www.commonhelp.virginia.gov)

In Person: [Department of Social Services](#)

Your first PIPP payment is due when your account is enrolled in PIPP. If you are unable to pay at enrollment, the missed PIPP payment amount will be added to your next bill.

When Can I Apply?

Applications are accepted year-round.

What Is PIPP?

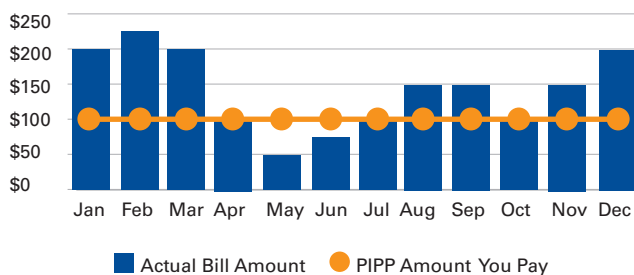
The Percentage of Income Payment Program (PIPP) helps income challenged Dominion Energy customers manage their electric bills year-round.

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

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

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 10% of your income.



*for example purposes only