

## Ways to Save Checklist

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
- Keep the fridge between 36° and 39°
- When possible, use cold water to wash clothes
- Wash only full loads of dishes and clothes
- Use the dryer during the early morning or late evening hours. Air dry clothes when possible
- 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

For additional ways to save on your electric bills, view Dominion Energy’s “Lower My Bill Guide” by visiting [www.dominionenergy.com/LowerMyBill](http://www.dominionenergy.com/LowerMyBill).



## 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.

Short-Term Payment Extensions — Provides more time to pay your electric bill.

Long-Term Payment Plans — Divides your past due balance into equal payments for up to 6 months. In addition, you continue to pay your current bill each month.

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

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 1-800-573-1147. There is a \$1.65 convenience fee per transaction. Please have your Dominion Energy account number ready.

For additional information, visit us at [www.dominionenergy.com](http://www.dominionenergy.com) or call 1-866-DOM-HELP (1-866-366-4357).

# How do you Choose?



## Customer Energy Assistance

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

Deciding which bills to pay can be challenging. If this happens, please take action right away. You may be eligible for payment arrangements or energy assistance funds. Doing so typically provides more options and may help prevent your electricity from being turned off.

This brochure provides information and resources for assistance; 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. When you dial 2-1-1, you will be connected to a trained professional who can provide referrals to health and human services including:

- Utility assistance (state agencies and community organizations) along with EnergyShare agencies
- Basic human needs (food banks, shelters)
- Physical and mental health resources
- Work initiatives
- Elder care & child care

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



## 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 heating emergency situations with primary heat security deposits, energy heating bills, repair/replacement of heating equipment, primary heating fuel, or emergency shelter.

**Cooling Assistance:** Helps with cooling equipment repairs or purchases and with payment of the energy bill to operate cooling equipment.

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

## How to Apply for State Assistance

Visit CommonHelp to screen for eligibility and apply for benefits and services.

For more information, visit [www.commonhelp.virginia.gov](http://www.commonhelp.virginia.gov).



EnergyShare is Dominion Energy's assistance program for ANYONE facing financial hardships. The program provides bill payment assistance and free energy saving upgrades.

## Bill Payment Assistance

Applies to any heating and/or cooling source (oil, gas, wood, and electricity) within Dominion Energy's service territory.

## Weatherization Assistance

To help save on energy costs, qualifying customers will receive a FREE energy assessment and free energy-saving measures that may include:

- ENERGY STAR® qualified LED light bulbs
- Pipe wrap insulation for hot water pipes
- Attic insulation and air/duct sealing
- Efficient showerhead(s) and faucet aerators
- Furnace fan motor
- Heat pump and AC tune-up

For information about weatherization assistance, call **1-888-366-8280**.

## How to Apply for EnergyShare

For more information or to locate a screening agency near you, dial 2-1-1 for a referral to your local EnergyShare agency. View a list of EnergyShare agencies by visiting [www.dominionenergy.com/energysshare](http://www.dominionenergy.com/energysshare).

Eligibility is determined by the intake agency.