

# Energy Assistance



While much has changed in our world, one thing will always remain the same — serving you when you need us most. Any balance you have on your Dominion Energy Virginia account greater than 30 days past due as of September 30th will be wiped clean. If you are still behind on your bill, even after outstanding balances are forgiven, we are here to help with payment arrangements or energy assistance funds.



## Balance Forgiveness

If you are struggling due to the pandemic and have a balance on your Dominion Energy account greater than 30 days past due as of September 30th, that balance will be wiped clean.

- In addition to supporting the budget language forgiving customer balances greater than 30 days past due as of September 30th, we have applied to CARES Act funding on behalf of eligible customers to provide additional relief for outstanding balances accrued after that date.
- It will take 1-2 billing cycles to determine the dollar amount by account granted but eligible customers could expect to see credits on their bills soon.
- We are not disconnecting customers in Virginia due to nonpayment.
- For past due amounts accrued on or after September 30, we are still here to support you with payment arrangements and energy assistance funds that can help you move forward.



## Payment Extension

If you need more time to pay your energy bill, we offer short-term payment extensions.

- Available to residential customers, small businesses, mid-size businesses, and places of worship.
- No fees, extra charges, or down payment required to enroll.
- Payment must be scheduled prior to your next bill date.



## Payment Plan

If you just can't keep up with your bill, we also offer long-term payment plans.

- Available to residential customers, small businesses, mid-size businesses, and places of worship.
- No fees, extra charges, or down payment required to enroll.
- Past balance is divided into equal payments for up to 12 months.
- Extensions can be made while on Bank Draft or Budget Bill.



## Bill Payment Assistance

If you are facing a crisis and need help with paying your energy bill, EnergyShare can help with your home's primary heating and cooling sources (wood, oil, natural gas, propane, kerosene, electric).

- EnergyShare is not income based, so any customer in crisis may be eligible to apply.
- If approved, the benefit is paid directly to your energy provider.
- Individuals 60 and older, military veterans, and individuals living with disabilities may be eligible for additional assistance.



## Weatherization

If you have received EnergyShare bill payment assistance, you may also be eligible to receive a free home energy assessment and the installation of free energy efficiency upgrades.

- A home energy assessment can help identify areas where your energy bill could be reduced.
- All services are provided by Dominion Energy at no cost to you.
- Enhanced safety measures have been put in place to ensure the safety and well-being of our customers and weatherization partners.



## Energy Saving Tips

If you are looking for some low-cost or no-cost ways to save on your energy bill, EnergyShare also offers some easy, practical solutions, most of which you can do yourself, to help you become more energy efficient at home.

To learn more about these offerings or other resources available to you, scan the QR code, visit, or call:



### Dominion Energy

Call: 866-366-4357  
Visit: [DominionEnergy.com/virginia/billing](https://www.dominionenergy.com/virginia/billing)



### 2-1-1 Virginia

Call: 2-1-1  
Visit: [211virginia.org](https://www.211virginia.org)



### Department of Social Services

Call: 855-635-4370  
Visit: [commonhelp.virginia.gov/access](https://www.commonhelp.virginia.gov/access)