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| Dominion Energy - 24/7 Services**A Note to Our Customers About the Coronavirus** |
| Serving you is Dominion Energy's top priority. We are a 24/7 business, and always will be — even in times of uncertainty such as these. Here are some things we want you to know about how we are supporting our customers during the pandemic.**We will not shut off your service for nonpayment.**People rely on us to meet critical needs, and they should not have to worry about losing service during this critical time. We have suspended all service disconnections as individuals, families, businesses and communities pull together to meet our collective needs. We know the communities we serve rely on us to provide an essential service. We remain committed to providing reliable energy service 24-7.**We are reconnecting residential customers whose services were shut off.**If your service was previously shut off for nonpayment and you need reconnection due to your current circumstances please contact us at 1-800-362-7557 and we will work with you to restore your service.**We are taking extra precautions when entering customers' homes.**Expect Dominion Energy personnel to ask a series of questions before they proceed. They will wear rubber gloves when entering homes, and in some instances special protective gear. If coronavirus is suspected in a home and we are required to enter, disposable coveralls will also be used. You can assist by maintaining a six-foot separation from our employees to minimize risk.**We are here to help.**We have a variety of options to make payments and manage your account, including online bill payment; payment by mail, credit card, or debit card; and automatic bank draft. We encourage you to use our online digital tools, App, and automated phone option for routine self-service and 24/7 account access, as call wait times may be longer than usual.If you are facing financial difficulties, please contact us. You may be eligible for short-term payment extensions and long-term payment assistance. To learn about these and other options, click here. We also provide tips on how to lower your bill, which you can find here.For those customers who face severe financial strain, we offer assistance programs such as [payment arrangements](http://go2.stratamail.biz/click/g2nt-1uoxfr-mb44mo-dedjax49/) and [EnergyShare](http://go2.stratamail.biz/click/g2nt-1uoxfr-mb44mp-dedjax40/%22%20%5Ct%20%22_blank).**We will continue responding to emergencies.**Our employees are still hard at work. If you lose gas service or have an emergency, you can report it to us on our App, online or by calling us at 1-800-362-7557 at any time. For updates and other important information, you also can follow us on Facebook, Twitter, and Instagram. |