



Billing and Payment Summary

Account # 000000000000 Due Date: Apr 29, 202X

Total Amount Due: \$ 114.68

To avoid a Late Payment Charge of 1.5% please pay by Apr 29, 202X

Previous Amount Due: \$ 120.32  
Payments as of Apr 03: \$ 120.32

For service emergencies and power outages please call 1-866-DOM-HELP (1-866-366-4357). Visit us at www.dominionenergy.com.

Meter and Usage

Current Billing Days: 32

Billable Usage

Schedule 1 03/02-04/02  
Total kWh 779

Measured Usage

Meter: 000000000 03/02-04/02  
Current Reading 17404  
Previous Reading 16624  
Total kWh 779  
Current Reading 9.03  
Demand 9.03

Usage History

Table with 3 columns: Mo, Yr, kWh. Rows for months Apr through Apr of year 23.

Explanation of Bill Detail

Customer Service 1-866-DOM-HELP (1-866-366-4357)

Table listing bill components: Previous Balance, Payment Received, Balance Forward, Residential (Schedule 1) charges like Distribution Service, Electricity Supply Svc (ESS), etc.

State/Local Consumption Tax 1.22  
City / County Utility Tax 2.00  
Total Current Charges 114.68

Total Account Balance 114.68

To better understand how your bill is calculated, visit www.dominionenergy.com/yourbill.

Important Customer Information from Dominion Energy Virginia

At Dominion Energy, we value the trust you place in us when you provide us with your personal information. We take your privacy seriously and are committed to protecting it. To learn more, please visit: DominionEnergy.com/privacy. If you would like to request a mailed copy, please contact 1-866-DOM-HELP (1-866-366-4357).

Mailed on Apr 4, 202X

Please detach and return this payment coupon with your check made payable to Dominion Energy Virginia. Please see reverse side for mailing address change instructions.

Payment Coupon

Inv#: 000000000000

Bill Date Apr 04 2X  
Please Pay by 04/29  
\$114.68

Amount Enclosed  
Account No. 000000000000

Send Payment to:

# 000024673 I=00000

DOMINION ENERGY VIRGINIA  
P.O. BOX 26543  
RICHMOND VA 23290-0001

QR code and CUSTOMER NAME 123 SAMPLE WAY RICHMOND VA 23219-2810



## Account Changes

**Mailing Address:** To update your mailing address, visit [DominionEnergy.com](http://DominionEnergy.com) and sign in or register to manage your account online.

**Moving:** Visit [DominionEnergy.com](http://DominionEnergy.com) and select Manage Service to start, stop or transfer your service. You can also view the status of your existing order, change/cancel your order or check your account balances.

**Phone Number:** Having an accurate phone number on your account helps report your outage quicker. Visit [DominionEnergy.com](http://DominionEnergy.com) and sign in or register to manage your account online and update your phone number, or call 1-800-222-0401.

## Services

**Braille Billing/Large Print Bills:** Visually impaired customers may request their bill printed in Braille or large print by calling us.

**Budget Billing:** Bills are averaged over a 12-month period and the averaged amount is paid monthly. Periodic reviews are done to assure the amount is accurate. Enroll at [DominionEnergy.com/budgetbilling](http://DominionEnergy.com/budgetbilling).

**eBill:** Dominion Energy's paperless billing option is convenient, easy and secure. You can make free, same-day payments from your checking/savings account. You'll also receive a payment reminder three days before your bill is due. Learn more at [DominionEnergy.com/eBill](http://DominionEnergy.com/eBill).

**EnergyShare:** Help a family in need through EnergyShare. You may mail a separate check for any amount payable to EnergyShare to P.O. Box 11807 Richmond, VA 23230-1180.

**Outage Reporting:** Visit us on your mobile device at [DominionEnergy.com](http://DominionEnergy.com) to report/check outages anytime, anywhere. Our voice response system is also available 24/7 to report or check the status of an outage.

**Payment Plans:** Visit [DominionEnergy.com](http://DominionEnergy.com), search: Payment Arrangements to learn if you qualify for an extension to your due date or scheduled monthly payments.

**Third Party Notification:** At your request, we will send a copy of any past-due notice to a person of your choice. Enroll at [DominionEnergy.com](http://DominionEnergy.com), search: Third Party Notice.

## Customer Contact Information

**Self Service:** [DominionEnergy.com](http://DominionEnergy.com), search: Manage Account, or call 1-866-DOM-HELP to use the automated phone transaction center.

**Customer Care:** 1-866-DOM-HELP (1-866-366-4357) Monday-Friday, 8:00 a.m. – 5:00 p.m. EST.

**Correspondence:** P.O. Box 26666, Richmond, VA 23261-6666.

## Payment Options

Here are some payment options for your convenience. As a reminder, payments by check or eCheck cannot be accepted if an account has two or more returned payments within the last 12 months. Customer bills will display a special message if an account is not eligible to pay by check or eCheck.

**AutoPay:** Enroll in AutoPay to have your bill automatically deducted from your checking or savings account. Enroll online at [DominionEnergy.com](http://DominionEnergy.com), search: AutoPay.

**Free Online Payment:** Make a one-time, same-day payment or schedule a payment for free from your bank account. You can also enroll in eBill, our paperless billing program. With eBill, you'll also receive an email and have the option to also receive a text notification when your bill is ready and a payment reminder three days before your bill is due. Sign in or register at [DominionEnergy.com](http://DominionEnergy.com) to manage account online.

**Credit/Debit/Purchasing Card and Electronic Checks:** Pay online at [DominionEnergy.com](http://DominionEnergy.com), search: Credit Card, or call 866-DOM-HELP. Convenience fee applies.

**In Person:** For an Authorized Payment Center near you, visit [DominionEnergy.com](http://DominionEnergy.com), search: Payment Centers. Be sure to have either your Dominion Energy account number or your printed payment coupon available when paying in person. Convenience fee applies.

**U.S. Mail:** Mail your check or money order to Dominion Energy Virginia, P.O. Box 26543, Richmond, VA 23290-0001. Checks sent to Dominion Energy will be processed upon receipt regardless of the date included on the check. Dominion Energy will not send you the original check or its electronic image. As a reminder, please **DO NOT INCLUDE CORRESPONDENCE OR CASH** with your payment.

- **Electronic Check Conversion:** Paying by check authorizes Dominion Energy to use the information from your check to make a one-time electronic funds transfer from your bank account. The funds may be withdrawn as early as the date we receive your payment, and you will not receive your check back from your financial institution.

## Understanding Your Bill

**Applicable Riders:** Charges are applied to certain rate schedules to recover various costs associated with Dominion Energy's electric operations and production.

**Deferred Fuel Cost:** Charges associated with the cost of previously used fuel to produce electricity, including transportation, which was approved in a financing order issued to Dominion Energy Virginia. Virginia Power Fuel Securitization, LLC owns the charge of \$0.003084/kWh and Dominion Energy Virginia is collecting on their behalf.

**Demand Charge (kW):** Largest electrical use of highest "demand" for electricity averaged in any 30-minute period per month measured in kilowatts (kW). Charge is calculated based on cost per kW used.

**Distribution Service:** Charges for the use of local wires, transformers, substations, and other equipment used to deliver electricity to your home or business. This service must be purchased from Dominion Energy Virginia.

**Electric Supply Service (ESS):** Charges for the generation and transmission of electricity, including fuel. This service may be purchased from a licensed competitive service provider.

- **Generation:** Charges for the production of electricity from Dominion Energy's power plants.
- **Transmission:** Charges for moving electricity from Dominion Energy's power plants to substations.
- **Fuel:** Charges associated with the cost for fuel used to produce electricity, including transportation.

**kWh (kilowatt hour):** A measurement of electrical energy.

**Late Payment Charge:** Fee assessed on any unpaid Dominion Energy Virginia charges past due at the time of billing.

**Multiplier:** Some meters are programmed to record energy at a slower rate due to the demand needed. Once the readings are obtained, the usage is increased by the programmed rate (multiplier).

**Rate Schedule:** Price used to calculate your bill. View our rate schedules at [DominionEnergy.com](http://DominionEnergy.com), search: Rates.

## Re-Regulation/Energy Choice

**Competitive Service Provider (CSP) or Supplier:** A person or company who is licensed by the State Corporation Commission to sell competitive energy services such as ESS.

**Opt-Out:** Under Energy Choice, Dominion Energy Virginia must provide your name, address, account number, and electricity usage information to CSPs. If you do not want your information released, call us to "opt-out".

**Price to Compare:** The price per kWh of ESS to be used to compare prices with CSPs. Call us to obtain your price compare.