

# Dominion Energy South Carolina PrePay Program Terms & Conditions

## Overview

Under the PrePay program, customers pay in advance for their energy usage. Customers on the program can avoid paying security deposits and reconnection fees. As long as the customer maintains a credit balance, the meter remains connected. However, the customer is subject to disconnection if their account balance reaches or falls below \$0.00. If disconnected, restoration of electric service will usually occur within minutes after a payment has been made and confirmed, but nearly always within 4 hours unless factors outside of the Company's control prevent reconnection. To participate in the PrePay program, customers must agree to the following terms and conditions.

## Participation

Customers must have a Dominion Energy smart meter with remote connect/disconnect capabilities. As well, the following customers are ineligible for participation in DESC's PrePay program:

- a. Small General Service customers;
- b. Medium General Service customers
- c. Large General Service customers;
- d. Natural gas only customers;
- e. Time-of-Use customers;
- f. Net-Metering customers;
- g. Distributed Energy Resource Program customers;
- h. Customers who have purchased a non-utility service from DESC;
- i. WhiteCross and WhiteCross+ customers;
- j. Budget Billing customers;
- k. Medical Certificate customers;
- l. Customers with an unpaid write-off;
- m. Customers with bankruptcy; and
- n. Customers with an outstanding returned check or three returned checks within the last 12 months

See PrePay tariff for full listing of exclusions.

## **Enrollment**

During enrollment, the customer's social security number, name, and address are requested. If these are not provided, customers will be required to provide a notarized Identity Verification form and proof of authorized occupancy at the requested address.

For credit scoring processes that result in a "Deposit Required" decision or a deposit is determined necessary through the internal credit assessment process, customers may enroll in the PrePay program as a means of avoiding the security deposit payment.

Customers who are establishing service for a new account at an address that meets the eligibility requirements listed are required to pay \$100.00 credit to fund the PrePay account. There is no security deposit or connection charge.

Existing customers who meet the eligibility requirements may also convert to PrePay in certain situations. In these scenarios, the required payment may be more than the \$100.00 requirement for new accounts. In addition, these customers may qualify for a Deferred Balance program which may allow them to pay down an existing balance if they are not able to do so to establish the plan. The PrePay conversion offer details are valid for up to five days or until the day before disconnection for non-payment, whichever comes first. The required payment amount is derived from a) \$100.00 initial payment, b) an estimated five day average daily usage (to account for the five day offer period, c) energy costs since last regular bill generated plus d) any costs that exceed the amount allowed for the Deferred Balance option. The Deferred Balance is derived by calculating the account's 1) Billed Balance minus 2) any cash deposits on the account, up to the maximum allowed deferment amount of \$700.00

## **Deposits**

New or returning customers will not be required to pay a deposit to join the PrePay program. When an active customer is converting to PrePay, any existing deposit on the account will be credited and refunded to the account to reduce any outstanding balance. Any remaining credit that may remain will then be applied to the customer's PrePay account as a credit or refunded to the customer at the customer's option, if deposit is eligible for refund.

## **Access to Account and Usage Information**

PrePay customers must create an online account to gain access to their billing information and accept the paperless billing option. PrePay customers have the sole responsibility for accessing and reviewing their account information. PrePay account information is provided 24 hours/day, 7 days/week via DominionEnergy.com. Online account access provides the customer with insight into their daily energy usage and costs.

A PrePay customer's account balance will be recalculated after a new meter reading is taken each day. The updated balances are made available to the customer through their online account. Details of account balance, average daily usage, estimated days remaining for their

service will be included in notifications that customers receive. Additional information regarding usage trends will be available online as well.

**Notifications**

Dominion Energy will keep customers informed of their balances through email notifications. All customers must maintain a valid email address that accepts communications from Dominion Energy. It is the customer’s responsibility to ensure that their email address can receive notifications from Dominion Energy. To avoid a single point of communication, Dominion Energy strongly suggests customers also sign up for notifications via SMS/text or the Dominion Energy mobile app.


Notification requirements are as follows:


- Customers may select to receive critical alerts on their account 1) via Text OR 2) through the Dominion Energy mobile app. When choosing text as a communications method, the customer must acknowledge message and data rates may apply. Customers selecting text as their communication channel will be required to complete the registration process, which includes the customer texting back their zip code to complete the registration. When selecting the Dominion Energy mobile app, the customer will be responsible to download the mobile app and setting device as eligible to receive notifications.

Dominion Energy has established that, at a minimum, customers will be opted in to receive low balance notifications. These alerts will be sent when the credit balance on the account is estimated to be insufficient to supply service for five days or less. An alert will continue to be sent each day if the balance continues to deplete or becomes overdrawn. In addition to the low balance alerts, the customer has the option to select any of the following alerts: a)10 days remaining b) 7 days remaining or c) daily alert.

**Payment Methods and Locations**

PrePay customers may make payments using the following payment channels and methods:

Payment Channel	Methods
Dominion Energy Mobile App or Dominion Energy Website	Checking or savings account
Authorized Payment Location	Cash or PIN-based Debit Card
BillMatrix By Phone  “Please note that BillMatrix may quote “no balance is due” if your account has Dollars Remaining greater than \$0.00.”	 or Electronic Check.

<p>BillMatrix website via link for Dominion Energy website</p> <p>“Please note that BillMatrix website may state Balance Due = \$0.00 if your account has Dollars Remaining greater than \$0.00.”</p>	 <p>or Electronic Check</p>
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*Customers are discouraged from making payments via mail remittance due to delays in mail delivery and other issues, such as lost mail, which may result in service disconnection.*

When using Payment Locations, customers assume responsibility for assuring payments are made at authorized locations. Authorized locations can be found by visiting [Payment Locations | South Carolina | Dominion Energy](#). Payments made at unauthorized third-party locations may not be processed in real time and delays in account postings may result in service disconnection. In such events, the service will not be reconnected unless an additional payment is made using one of the payment channels listed above or until the payment is posted (which may take several days).

All payments received will be used to fund the PrePay account and pay down any deferred balance, if one exists, until this amount has been paid in full.

Check payments are permissible unless there are three or more check payments returned in the most recent 12 months. Failure to present acceptable payments via check may result in the customer being removed from the PrePay program and a security deposit required to maintain service under the traditional Post Pay billing option.

### **Returned Payments**

If a payment is returned unpaid by the financial institution, the amount of the original payment, along with the applicable returned payment fee, will be deducted from the customer’s account balance (Dollars Remaining). The immediate deduction of these funds could put the account in danger of disconnection if the account does not have Dollars Remaining after this deduction. Proper notifications will be sent to the customer and the disconnect schedule defined in this document under the *Disconnects* section will occur.

### **Disconnects for Non Payment**

PrePay customers must acknowledge they understand their service will be disconnected when their account reaches or falls below \$0.00. Before a disconnection is executed, Dominion Energy will send the customer at least two low balance and/or overdrawn alerts which provide the customer a) Dollars Remaining or Overdrawn amount, 2) an estimation of the remaining days before the balance on the meter is depleted, if not already done so, and 3) average daily

cost. At the time of the disconnection, the remaining balance on the meter must equal \$0.00 or less.

Service disconnections will take place between 10:00 AM and 3:00 PM, Monday through Friday, except on company observed holidays, provided the customer has access to make a payment to prevent such action.

If the customer does not make sufficient payment to reconnect service within 10 days, Dominion Energy will take action to close the account. After such termination, any future service initiated with Dominion Energy will require payment of all outstanding balances before the service can be re-established. Once the outstanding balances have been satisfied, the customer has the option to re-establish service with Dominion Energy with the PrePay billing plan option or the traditional Post Pay billing option. PrePay plan will require the \$100.00 down payment to energize the meter. The Post Pay billing plan option requires the customer to make a security deposit payment that could be the equivalent of an amount that equals the two highest consecutive bills in the last twelve months at the location for which service is required or an amount not less than minimum security deposit, which is currently \$150.00.

### **Suspension of Disconnects and Repayment of Unpaid Electric Service**

Disconnection will not occur during extreme weather events (as defined by the South Carolina Public Service Commission), weekends, and company observed holidays. During these times, electric service will be maintained if the PrePay balance falls to \$0.00 or below. Low balance alerts will continue to be generated during this period, keeping the customer up to date on the overdrawn balance. On the next business day or when the suspension of disconnects expires, the account will be disconnected if there is still an overdrawn balance, provided two low balance alerts or overdrawn alerts or combination of the two have been sent to the customer in the most recent days of the overdrawn occurrence. To prevent disconnection, the account must have Dollars Remaining > \$0.00.

### **Connects/Reconnects**

Most electric service connects/reconnects will usually occur within minutes after a payment has been made and confirmed, but nearly always within four hours unless factors outside of the Company's control prevent reconnection. The customer accepts all responsibility for the safety of the premises by ensuring all breakers are turned off to prevent power surges or circuit overloads which could cause damage to electronics and appliances.

If the service is disconnected for non-payment, the PrePay customer will be required to pay the stated overdrawn amount in addition to an estimated five days of usage calculated by (average daily costs times five days). All monies are applied to the customer's account balance. No reconnect charge or deposit is required. However, if the account has a Deferred Balance, payment to reconnect service must account for the required payment to the Deferred Balance.

As agreed, when a Deferred Arrangement is established, 40% of all payments will be applied to pay down the deferred amount. See *Deferred Balances* for more details.

### **Overdrawn Balance**

It is possible that electric service will continue after an account has reached a zero or overdrawn balance. This may occur if the account becomes overdrawn on a day Dominion Energy does not routinely work disconnect orders or for some reason cannot work the disconnect, such as inclement weather. If the service is disconnected, the customer is required to pay any overdrawn balance plus an estimated five days of usage, to bring the account to a balance that is more likely to sustain the service for several days. The company presents this amount as the *Amount to Reconnect*. Once satisfied, the account is scheduled for reconnection.

### **Monthly Billing Statement**

While on the PrePay program, a monthly statement will still be generated. The monthly statement shows all the components of charges and credits accumulated during a typical 28–34-day billing period. Dominion Energy strongly encourages customers to refer to their online account for the most current balance. While the bill represents the balance at the end of the billing period, which will be a historical date, daily meter readings and calculations are done each morning and deducted from the PrePay balance on the account. References on the billing statement also encourage the customer to refer to the online details which are more up to date.

### **Deferred Balances**

A Deferred Balance option is available to existing customers who may be converting to PrePay but have outstanding charges on their current account. When using the Deferred Balance option, the customer agrees that forty percent (40%) of all future payments will be applied to their deferred balance and sixty percent (60%) will be applied to their PrePay balance to pay off future billed charges. This allocation of payment continues until the deferred balance reaches zero.

If the customer maintains a Deferred balance, the maximum eligible to be deferred is \$700 for a customer who is converting to PrePay at their current address and \$1000 for a customer who is moving to a different address with the option of converting to PrePay at that new address.

Any charges above the allowable Deferred Balance option are required to be paid by the customer. If such charges are from a final bill from the previous address, any charges not paid during the final bill collection process (up to 30 days), will be transferred to the PrePay account. The immediate deduction of these funds could put the account in danger of disconnection, if the account does not have any funding after this deduction. Proper notifications will be sent to the customer and the disconnect schedule defined in this document under the *Disconnects* section will occur.

## **Payment Arrangements**

No additional payment arrangements are permitted while on PrePay.

## **Agency Pledges**

Upon receipt of a pledge from an approved agency on behalf of a PrePay customer, the pledge is applied to the account balance. If the customer has a Deferred Balance, (a) forty percent (40%) of the payment will first be applied to the Deferred Balance owed, (b) sixty percent (60%) will be applied to fund the account to pay for utility service. Please note that assistance agencies will be made aware of any Deferred Balances for the client they are assisting and how the funds may be disbursed.

## **Transition From PrePay to Post Pay**

PrePay customers agree that if they wish to return to a traditional Post Pay account, they will be subject to the same deposit and credit scoring requirements for Post Pay accounts. If a deposit is required, the customer must pay the deposit in order to establish service. If the customer has a remaining balance in the Deferred Payment Plan, the customer must also pay that balance before transitioning. If there is an outstanding credit balance on the account, the balance will be credited to the account.

## **Billing Plan Conversion Limitations**

While the customer has the right to decide which billing plan best suits his/her needs, Dominion Energy has the right to limit the number of times a customer may transition between Post Pay and PrePay for a single account.

## **Changes to These Terms and Conditions and Additional Information**

These terms and conditions of PrePay Service may change over time and the most recent version will apply. Updates can be found on the Company's website at this location:

<https://www.dominionenergy.com/south-carolina/billing/prepay>