

# We're here to help.

We know how much our customers rely on staying connected and we recognize the challenges they are facing. You may be starting to worry about your bills, and we want you to know that we are here to help and have several options available to ease your financial burden.

- **Payment arrangements** - We are working with customers to establish flexible payment plans, both short and long-term.
- **Assistance programs** - Agencies across North Carolina are ready to help with financial aid.
- **Ways to save** - Additional time at home and higher energy usage could result in larger energy bills. Visit our website for tips to help you reduce your energy use when possible.

We want to help you move forward. If you have fallen behind on your energy bill, we are offering payment arrangements and assistance.

For details, refer to your bill statement (paper or online), visit

**[DominionEnergyNC.com](https://www.dominionenergy.com)**, or call **1-877-776-2427**.



**Dominion  
Energy®**



**Dominion  
Energy**<sup>®</sup>

## Access your bill anytime, anywhere.

Managing your account online is a good idea, now more than ever.

- **It's Easy. Convenient. Secure.**

Register your bank account or credit card details so you can manage your account from the safety of your home or business. You can also schedule your bank payment for a future date if you need to coordinate with your pay schedule.

- **Download the mobile app (Search NC Gas-Dominion Energy).**

Select "Allow Notifications" and the app will send you notifications when your new bill is ready and can also remind you when your bill is due.

- **Now is also a good time to consider switching to paperless billing.**

While your online information is the same as your paper statement, your online details contain more information about your energy usage and costs.

Over a million Dominion Energy customers are managing their accounts online, going paperless and using the mobile app. Join them today!