



October 18, 2021

Dominion Energy Ohio Payment Plans, Energy Assistance Programs and Energy Choice to Help Customers Through Period of Rising Gas Prices

As Dominion Energy Ohio customers prepare for winter weather, they may also plan for possible increased costs to their monthly gas bills. This increase is due to greater demand with the economic recovery and nation-wide lower storage levels of natural gas heading into the heating season. As always, we want to help our customers manage their bills and provide assistance for those in need. For billing and payment assistance information please see below or visit us on our website; DominionEnergy.com. Customers may also manage their bills by exploring other supplier options through the company's Energy Choice program, if eligible.

"Dominion Energy Ohio customers have access to some of the lowest prices in the market, and while there is no U.S. shortage of natural gas, this uptick is a response to tightening supplies and market uncertainty," said Jim Eck, vice president and general manager, Dominion Energy Ohio. "The economy is seeing a resurgence from last year's downturn and with that recovery is increased demand for energy, both domestically and globally. Demand for natural gas has increased significantly during the hottest summer on record to support electric power generation. The federal government's Energy Information Administration is projecting an increase in drilling activity for 2022, which could ease prices."

National gas inventories are below the five-year average heading into winter. Contributing to the low levels of storage were above average withdrawals from storage last winter due to cold weather. However, Dominion Energy Ohio customers can be assured of sufficient natural gas supplies for this coming winter.

In addition, hot weather over the summer increased cooling demand, which increased gas consumption, while U.S. natural gas production has been relatively flat. Hurricanes in the Gulf of Mexico also contributed to the production downturn. The upcoming winter demand for natural gas could support continued price increases given these factors.

Dominion Energy Ohio customers are also encouraged to explore their options through the company's Energy Choice Program. Compare natural gas price offers by approved suppliers at the PUCO website's Apples to Apples chart at www.energychoice.ohio.gov. or call 800-686-7826.

For our customers and families that are experiencing financial hardship, Dominion Energy Ohio offers various company payment plans and government energy assistance programs that can help them stay warm this winter. **Customers who may not be able to afford their heating bills are urged to contact Dominion Energy Ohio immediately about payment plans and energy assistance programs.** Please visit us anytime at DominionEnergy.com, or click on the

following link: <https://www.dominionenergy.com/ohio/billing/billing-options-and-assistance>. To speak directly to an agent you may call Dominion Energy Ohio at 1-800-362-7557. Hearing-impaired customers with Telecommunications Devices for the Deaf can call 711.

Public Utilities Commission of Ohio Winter Reconnection Order: The company reminds customers of the Public Utilities Commission of Ohio's annual Winter Reconnection Order, which takes effect October 18. All residential customers, regardless of income, may avoid a shutoff or restore gas service once during the heating season, between October 18, 2021, through April 15, 2022 by paying the lesser of:

- the entire past-due balance on your gas bill;
- the past-due payments if you are on a special payment plan;
- or \$175.

If service has been disconnected, a reconnect fee of \$33, plus applicable taxes, will be billed to the account. Customers will be enrolled automatically in the One-Ninth Payment Plan when using the Winter Reconnection Order to help pay off any additional past-due balances.

Dominion Energy Payment Plans: If customers are having trouble paying their bills, the company offers both short-term payment extensions and long-term payment plans to help residential and commercial customers manage their balances and catch up over time. Customers may qualify for one of several Dominion Energy or State of Ohio programs. Dominion offerings include:

- **Budget Billing** allows customers to pay a fixed budget amount each month, based on annual gas usage. Dominion Energy Ohio periodically reviews the budget amount and adjusts it, if necessary, so that the customer will not have a high balance or large credit at the end of the budget year. Customers should call the company for more information.
- **Budget Plus:** The company offers additional flexibility for customers who enroll in our Budget Plus payment plan. Under Budget Plus, we are now allowing customers to pay their calculated budget payment, plus an amount against their past-due balance over a period of seven to 12 months.
- **Current-Plus Plan:** Customers with a past-due balance can pay their current monthly bill, plus an installment of the total account balance at the time they enroll in the plan that spreads the balance over multiple months.
- The **One-Ninth Plan** allows customers to pay a special budget amount, plus one of nine equal payments of their past-due amount, each month.
- Under the **One-Third Winter Heating Plan**, customers pay one-third of their total account balance each month for bills that include gas used from November 1, 2021, through April 15, 2022.
- **Short-Term Extension** grants up to five additional days to pay before the next bill date.

EnergyShare: Dominion Energy offers direct help through EnergyShare, our program for those facing financial hardships, who have exhausted all other forms of energy assistance. The Salvation Army administers the program. EnergyShare is funded with company contributions and supplemented with donations from customers and employees.

Customers who are not eligible to participate in Ohio's Percentage of Income Payment Plan Plus (PIPP Plus) program may apply for EnergyShare assistance between October 1, 2021, and May 31, 2022, or until funds run out, to receive a maximum payment of \$500. To qualify, a

customer's yearly gross household income must be at or below 300 percent of the federal poverty guidelines for eligibility or the head of household is unemployed, or the applicant is experiencing financial hardship.

Other customers may apply for EnergyShare between December 1, 2021, and May 31, 2022, or until funds run out, for a maximum payment of \$300.

Note: PIPP Plus customers must first use Winter Crisis Program (Emergency Home Energy Assistance Program) funds before being eligible for EnergyShare assistance, to ensure that this program is used as a last resort option to avoid disconnection.

Other important EnergyShare details:

- Participants must be Dominion Energy Ohio residential customers.
- To qualify, a customer's yearly gross household income must be at or below 300 percent of the federal poverty guidelines. Those income levels are \$38,640 for one person; \$52,260 for two people; \$65,880 for three; \$79,500 for four; \$93,120 for five; \$106,740 for six; \$120,360, for seven; and \$133,980 for eight. Add \$13,620 for each additional person.
- Customers may contact the Salvation Army for more information or see if they qualify at: <https://easternusa.salvationarmy.org/>.

Dominion Energy also offers multiple no-cost or low-cost energy conservation programs to help customers lower their bills:

- Dominion Energy Ohio's **Housewarming Program** provides weatherization assistance to help income-eligible customers reduce their energy usage. For information, call CHN Housing Partners (formerly Cleveland Housing Network), at 216-325-1149, or go to <https://chnhousingpartners.org/energyservices/>.
- Dominion Energy Ohio's **Home Performance with ENERGY STAR (HPwES) Program** through CLEAResult has been designed to help our residential customers improve their homes' energy efficiency. It all starts with a home energy assessment, now available for the discounted price of \$25. Whether customers are making energy-efficient improvements to their current home or recently purchased a new home, they can benefit from having a home energy assessment. Rebates up to \$1,250 are available for eligible improvements. Customers may call 1-877-287-3416 to schedule an assessment or visit www.deohpwes.com for program details and eligibility information.

Government Assistance Programs: The following programs are available for income-eligible customers. Customers can apply for all programs with one application at www.energyhelp.ohio.gov, which provides income guidelines as well. Applications also are available at libraries, some banks and your local home energy assistance provider, or by calling the Ohio Department of Development at 1-800-282-0880. Hearing-impaired customers with Telecommunications Devices for the Deaf can call 711.

- **Percentage of Income Payment Plan Plus (PIPP Plus):** To qualify for this special payment plan, developed by the Public Utilities Commission of Ohio, a customer's yearly gross household income can be up to 150 percent of federal poverty guidelines.

Under PIPP Plus, effective November 1, 2021, participating customers may maintain their natural gas service by paying 5 percent of their total gross monthly household income, or \$10, whichever is greater.

PIPP Plus has special benefits for participating customers. Each time customers make their required PIPP Plus monthly payment in full by the due date, Dominion Energy Ohio will credit their account for the rest of that month's current charges, plus a one-twenty-fourth credit toward their prior account balances. After 24 months of on-time and in-full PIPP Plus payments, their accounts will become current.

The new PIPP Plus maximum yearly household gross income levels for the 2021-2022 program year are: \$19,320 for one person; \$26,130 for two people; \$32,940 for three; \$39,750 for four; \$46,560 for five; \$53,370 for six; \$60,180 for seven; and \$66,990 for eight. Add \$6,810 for each additional person.

- **Home Energy Assistance Program (HEAP)** provides a one-time heating bill credit during the winter heating season. HEAP is available to customers whose yearly gross household income is up to 175 percent of the federal poverty guidelines: \$22,540 for one person; \$30,485 for two people; \$38,430 for three; \$46,375 for four; \$54,320 for five; \$62,265 for six; \$70,210 for seven; and \$78,155 for eight. Add \$7,945 for each additional person.
- **The Winter Crisis Program (WCP)**, previously known as Emergency Home Energy Assistance Program (E-HEAP), provides a one-time grant to help avoid a shutoff or to restore service once between November 1, 2021, and March 31, 2022. E-HEAP and WCP are available to customers whose yearly gross income is up to 175 percent of the federal poverty guidelines: \$22,540 for one person; \$30,485 for two people; \$38,430 for three; \$46,375 for four; \$54,320 for five; \$62,265 for six; \$70,210 for seven; and \$78,155 for eight. Add \$7,945 for each additional person. Local community action agencies can assist with emergency payments to help avoid disconnection. You can find available resources in your community -- dial 2-1-1 or visit <http://ouw.org/211-map/>.
- **Home Weatherization Assistance Program (HWAP)** is a federally funded program that provides grants for home weatherization projects to customers whose incomes are no more than 200 percent of federal poverty guidelines. To qualify, a customer's yearly gross household income can be up to \$25,760 for one person; \$34,840 for two people; \$43,920 for three; \$53,000 for four; \$62,080 for five; \$71,160 for six; \$80,240 for seven; and \$89,320 for eight. Add \$9,080 for each additional person.

About Dominion Energy: More than [7 million customers in 20 states](#) energize their homes and businesses with electricity or natural gas from Dominion Energy (NYSE: [D](#)), headquartered in Richmond, Va. The company is [committed to sustainable, reliable, affordable and safe energy](#) and to achieving net zero carbon dioxide and methane emissions from its power generation and gas infrastructure operations by 2050. Please visit DominionEnergy.com to learn more.

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