

Energy Assistance Options Available for Dominion Energy Ohio Customers

- *Low-Income Home Energy Assistance Program (LIHEAP) Action Day is Feb. 23*
- *HEAP, PIPP, Winter Crisis Program and Dominion Energy's Energy Share® program help customers in need*

CLEVELAND, Ohio – Dominion Energy Ohio is joining utilities nationwide in raising awareness about the Home Energy Assistance Program (HEAP). The effort is part of LIHEAP Action Day, an annual campaign to advocate for programs and policies that help low-income customers with their energy costs.

“With the extended cold weather, it’s the time of year our customers may struggle with their heating bills. Various energy assistance programs are available to help keep customers warm the remainder of the winter,” said Jim Eck, vice president and general manager of Dominion Energy Ohio and West Virginia. “We want our customers to know resources are available.”

LIHEAP, known as HEAP in Ohio, is a federally funded program that helps the most vulnerable afford their home energy bills. On LIHEAP Action Day, Dominion Energy employees advocate for the program on behalf of customers by educating policymakers about the program’s impact. Customers interested in HEAP assistance can learn more [here](#).

Other payment assistance options include:

- **The Winter Crisis Program (WCP)** – WCP provides a one-time grant to help avoid a shutoff or to restore service once between November 1, 2021, and March 31, 2022. To find available resources in your community – dial 2-1-1 or visit <https://www.211.org/>.
- **PIPP Plus** – To qualify for [Percentage of Income Payment Plan Plus](#), a customer’s yearly gross household income can be up to 150 percent of federal poverty guidelines. Income-eligible customers can maintain gas service by paying 5 percent of their total monthly household income or a \$10 minimum payment — whichever is greater — all year.
- **EnergyShare®** – Dominion Energy supports a fund managed by the Salvation Army that provides heating bill assistance to eligible customers across the company’s natural gas service area. Customers can apply for [EnergyShare](#) funding at their local Salvation Army agency.
- **Payment Plans** – If a customer is having trouble [paying their bill](#), Dominion Energy will help them determine the best option for their unique situation. Both short-term payment extensions and long-term payment plans are available.

Many payment and assistance options can be accessed 24/7 through a customer’s [online account](#) or the [Dominion Energy app](#). 2-1-1 can also provide referrals to resources for energy bill assistance if you’re facing disconnection at <https://www.211.org/>.

About Dominion Energy

About [7 million customers in 13 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](https://www.dominionenergy.com) to learn more.

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