

SUPPORTING YOU

Facing a financial hardship?

Need more time to pay?

Help is a click away.

Visit **DominionEnergy.com** to learn about



Assistance programs



Payment options



Ways to save



[View Assistance Options](#)



**Dominion
Energy**[®]

Actions Speak Louder

DOMINION ENERGY OHIO

2021-2022 WINTER HEATING SEASON

Winter Reconnect Order (WRO)

The Public Utilities Commission of Ohio (PUCO) approved the Winter Reconnect Order to help Ohioans reconnect or maintain electric and natural gas service during the winter heating season between **Oct. 18, 2021 and April 15, 2022**. Any customer of a PUCO-regulated electric or natural gas utility may take advantage of the order.

The Winter Reconnect Order is an opportunity for Ohioans to avoid disconnection or to reconnect their gas and/or electric service **once** during the winter heating season. Customers who utilize the Winter Reconnect Order are required to pay the utility \$175.

There is no income eligibility requirement to utilize the Winter Reconnect Order; however, customers who are at or below 175 percent of the federal poverty level may apply through the [Home Energy Assistance Program \(HEAP\)](#) to pay the \$175 amount. We will accept a WRO split payment of \$87.50 with another regulated utility company. The customer must advise of this and provide the name of the other utility company.

Applying for Assistance

Upfront Work Required by the Customer

DEO will place a ONE- TIME hold on the account when advised by either the customer or the social service agency that an appointment has been scheduled.

If the gas service is currently off at the home, the customer will need to call and apply for gas service. A pending account number will be created and provided to the customer. This pending account number will be used to receive intent to pays and state assistance applications.

Disconnection Notices

Disconnection notices are printed on the billing statement and provide the customer 14 days to satisfy the account arrears or to make payment arrangements. There is also an additional 10-day notice provided to the customer via phone or post card.

Medical Certificates

Medical certificates can help a customer avoid a disconnection or can assist in reconnecting gas service. A medical certificate can be utilized up to 21 days from the date the service is disconnected. It cannot be used to start new service at a different location. **Once approved, there is a 30-day credit hold placed on the account.** A medical certificate does not cure arrears and the balance will continue to accumulate. A medical certificate automatically establishes the One-Ninth (1/9) Payment Plan if the customer is not already enrolled on a plan. **A medical certificate does remove an account from a disconnection status.**

Fraudulent Activities

Fraudulent practices such as nonsufficient fund payments (NSF), unauthorized usage charges and their fees, or equipment tampering can make it difficult for the customer to get assistance. All these charges must be satisfied prior to utilizing a medical certificate or receiving pledges from HEAP. Fraudulent activities also prevent the customer from establishing a payment plan on an account.

Helping Your Customer

The Customer is in Your Office

Once you have the customer in front of you, we cannot emphasize enough the BENEFITS of using our user-friendly Agency Web Access portal (AWA). All the needed account details are available to you without picking up the phone. Some of our favorite features include entering an Intent to Pay (ITP), adding appointment holds, view/print billing statements, 12-month Budget Billing quote, next bill date, and PIPP Plus status and amount due. We also indicate any active medical certificates or outstanding fraudulent activity. We have added a few enhancements. You can now view pending payments, outstanding reconnect fees, fraud amounts due and if the customer has already utilized the WRO.

Sign In

Enter your user name and password below to sign in. [Register](#) a profile to manage your account.

User Name:

[Forgot Your User Name?](#)

Password:

Show Password

[Forgot Your Password?](#)

To access the AWA portal, please visit

<https://www.dominionenergy.com/>
choose your location (OH) and click Sign In/Register.

All agencies should have access to the AWA portal. If not, please send your request to OhioCreditEnergyAssistance@dom.com.

Agency administrators can grant employees access to the portal.



Agency Web Access

Find An Account

Search Type:

First Name: * Last Name: *

Tip: Try using only the 1st letter of First Name. Full Last Name is required.

Last 4 Digits of Social Security Number: *

* Required

Once you have logged into the portal, you may search for customer information by name, phone number, or account number. Searching by name allows you to see all accounts associated with that specific customer.

Locate the account you need and click directly on it to obtain the account information.

Account Search Results:

Name	Role	Street Address	City	State	Status	Account Number	TON	TOF	Account Balance
	CUSTOMER		CLEVELAND	OH	Active		09/06/2019		1900.57
	CUSTOMER		CLEVELAND	OH	Charge Off		10/18/2018	09/05/2019	Call for Balance.

Agency Web Access

 **Favorite Link!**

Current Billing Information
[Dominion Energy Ohio](#)
Account Name(s):
Account Number:
Service Address:

Payment Information

Last payment received on September 21, 2021	\$596.43
Payment Source	Intent to Pay
Pending Payments	\$0.00
Agency Intents to Pay/Pledges	\$0.00

Billing Information

Current charges billed on September 14, 2021	\$54.11	View Bill
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Account Management
[Find other account\(s\)](#)
[View current billing information](#)
[View past billing/payment/usage](#)
[View a copy of your bill](#)
[Energy assistance programs](#)
[Appointment Verification](#)
[Intent to Pay](#)

Service Requests
[View service requests](#)



To further analyze the account, the *Account Management* hyperlinks will navigate to the needed information.

Amount Due

Total amount due by October 01, 2021 *	\$1,900.57
Outstanding Reconnection Charges:	\$0.00
Appointment Hold:	NO
WRO Used:	NO
Meter Status:	ACTIVE

Much of the information you will need can be found under the *Energy Assistance Programs* link. Once selected you will be able to view the following:

PIPP Plus Program
Status: DROPPED 2020-01-29
Reason: WRO DFLT&RVRFY
Plan Amount \$44.00
Amount Due: \$701.48
Anniversary Date: 2020-03-07
Re-verification Date: 2022-06-08
Amount due to re-enroll: \$0.00

Graduate PIPP Plus Program
Status:
Plan Amount: \$0.00
Amount Due: \$0.00
Plan End Date:

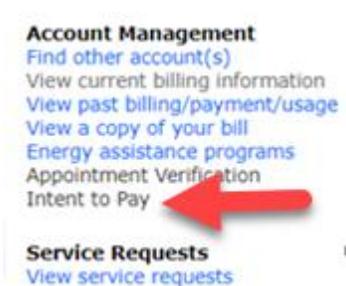
 **Favorite Link!**

Account Information
NSF: NO
NSF Amounts and Fees: \$0.00
Unauthorized Usage: NO
Unauthorized Usage Amounts: \$0.00
Active Medical Certificate: NO
Expiration Date:
12 Month Budget Amount: \$80.00

Submitting Your ITP

The Agency is Pledging Funds for the Customer

Once the decision has been made to assist the customer, you will need to submit the pledge via the *Intent to Pay (ITP)* hyperlink located in the AWA portal.



Remember, intent to pays can only be accepted on active or pending account numbers. If the customer does not have an active or pending account number, he or she will need to call and apply for service prior to placing the ITP.

All pledges are instantaneously updated to the customer's gas account, offsetting the required amount due.

If you do not have access to the AWA portal at this time, please notify us as soon as possible. While we work to establish access, you may submit your pledges in the following ways:

- Email: OhioCreditEnergyAssistance@dom.com
- Fax: 866-845-8428
- DEO Agency Hotline: 877-285-0290, Monday – Friday from 7 a.m. – 5 p.m.

Please choose only one option, as duplicate ITP's cause unnecessary work and extends our processing time.

If the gas service is off or in danger of a same day disconnection, please call our DEO Agency Hotline. Our agents will stop any pending credit action or note the account that the customer can reconnect gas service.

An authorized agency ID number is required for all communications. To obtain an authorized agency number, please email to OhioCreditEnergyAssistance@dom.com

Reconnection of Service

If the gas service is off at the customer's home, only the account holder can schedule the turn on appointment. If the service is being reconnected at the same address and gas has been off less than 10 days, the customer may be eligible to receive a same-day appointment. After the ITP is pledged and the customer calls before 12:30 p.m., the gas can be turned on the same day. If it is after 12:30 p.m., the appointment is scheduled for the next business day. Our Saturday appointments begin on November 6, 2021.

If the gas has been off more than 10 days or the customer is obtaining service at a new address, the customer can call for an appointment once the pledge is received. Service will be turned on within three business days.

The reconnection fee totaling \$34.52 is included on the next billing statement.

A security deposit will also be charged if the customer is not enrolled on PIPP Plus or Graduate PIPP Plus. The deposit is not due immediately as it is divided into installments over the next three billing statements. A customer can obtain a guarantor in lieu of paying the deposit. Special paperwork is required, and the guarantor must be an active DEO customer in good credit standing.

Please remember that all fraud charges must be satisfied before the service can be reconnected.

Safety Check

Safety is Our First Priority

Any time the gas service needs turned on, DEO must perform a safety check at the customer's home. We require that an adult, anyone at least 18 years old, be present for the appointment. We need safe and clear access to the gas meter, thermostat, and all of gas appliances. All pets must be constrained to a closed off and secured area upon our arrival. Electric service must be on to test appliances and for the furnace to operate. The water service must be on for the water heater and/or boiler to be lit. If the appointment is missed or access is not granted, the customer must call and reschedule.

PIPP Plus and the WRO

What the Customer Can Expect

Once the customer utilizes the WRO and has an active PIPP Plus application on file, we will auto-enroll the customer on PIPP Plus if the customer was previously removed from the program. If the customer's account is already enrolled on PIPP Plus, then DEO will maintain the plan. In previous years a PIPP Plus customer would receive a default bill if the plan balance was more than the pledged and/or paid WRO amount. **With this year's order when the customer utilizes the WRO the plan arrearages will be placed into the customer's account balance.** Instead of receiving a default bill they will receive a bill asking for the current PIPP Plus amount due and a reconnect fee if applicable. This bill example does not have a reconnect fee.

Please note effective November 1st, 2021, the Public Utilities Commission of Ohio (PUCO) has reduced the required PIPP Plus payment calculation from 6% to 5% of a customer's gross monthly income.

August 31, 2020		09/25 - 09/30/2020	For questions about Dominion Energy Ohio charges call 216-361-2345
Summary of Payment Due		(See Next Page for Usage Comparison and Meter Readings)	
Current PIPP Plus Amount		35.00	
Total Payment Due by September 17, 2020		\$35.00	
Your PIPP Plus anniversary is 07/23/2021.			
This is the date by which you must pay any PIPP Plus payments missed in the prior 12 months to remain on PIPP Plus.			
You must re-verify your income by 12/03/2020 to stay on PIPP Plus.			
If you have questions about your household income reverification, call the Ohio Development Services Agency at 1-800-282-0880.			
To receive an On Time Balance Reduction of \$99.14, we must receive at least \$35.00 by 09/17/2020. Remember, timely payment of bills ensure your continued gas service.			
PLEASE PAY Account Balance of \$2,535.26 or PIPP Plan Amount of \$35.00 by Sep 17, 2020			

Filters and Heating System Inspections

Change or clean your furnace filter at least three times during the heating season. A clean filter will help your furnace operate more effectively and could save you money. Keep your heating system running safely and efficiently. A qualified heating contractor should inspect it once a year and make repairs when needed. It's best to have the system checked during summer months -- before you'll need it.

ENERGYSHARE: Help people without heat by donating to EnergyShare. To donate, add exactly \$1, \$2, \$6, \$12, \$18 or \$36 to your payment or mail a separate check payable to EnergyShare, Salvation Army, P.O. Box 5847, Cleveland, OH 44101.

Please detach and return this coupon with a check made payable to Dominion Energy Ohio.

PLEASE PAY BY Sep 17, 2020	Account No.	
<input type="text" value="\$2,535.26"/>	OR	<input type="text" value="\$35.00"/>
<small>Account Balance</small>		<small>PIPP Plan Amount Sep 17, 2020</small>
		<input type="text" value=""/>
		<small>Amount Enclosed</small>

Enroll in eBill and you could win a trip to Key West, Florida!

Enroll in eBill by 4/1/2020 and be entered for a chance to win a three-night trip for two to Key West, Florida! Enroll at DominionEnergy.com

You'll get the same valuable information found in your paper bill sent to your email inbox. Current

Graduate PIPP Plus

PIPP Plus customers, who are either income ineligible or choose to leave PIPP Plus, may enroll in Graduate PIPP Plus. Customers must be current on their existing PIPP Plus payments to enroll. Automatic enrollment onto Graduate PIPP Plus will occur if the customer does not owe any PIPP Plus payments at the time of the removal. If outstanding PIPP Plus payments are due at the time of the drop, the customer will have the opportunity to join Graduate PIPP Plus with a special offer on the following two billing statements.

Customers can earn 12 months of incentive credits on Graduate PIPP Plus to retire their outstanding balances. The new payment amount will be the average of the PIPP Plus payment amount and the budget amount. For every full, on-time payment, the customer shall receive a credit toward the outstanding balance equal to 1/12 of the arrearage, plus the accruing arrearage (if any).

EnergyShare

Providing a Helping Hand for Those Who Need It Most

EnergyShare is our energy assistance program of last resort for customers facing financial hardships from unemployment or family crisis. This heating season will be Dominion Energy Ohio's 20th year facilitating the program and we are proud to say we have assisted more than 89,000 customers. The Salvation Army administers the program on our behalf and assists our customers who have one or more of the following:

- Disconnection notice (60yrs or older do not require a disconnection notice)
- Have been disconnected
- Demonstrate a need for assistance

For the 2021 – 2022 Winter Heating Season, Dominion Energy Ohio has maintained the eligibility requirement to include customers up to 300% of the Federal poverty guidelines. Eligible applicants must first exhaust all state and federal assistance prior to applying to the EnergyShare program.

EnergyShare will open December 1, 2021 for all customers. The maximum allowable benefit for NON-PIPP eligible customers is \$500.00. The maximum allowable benefit for PIPP eligible customers is \$300.00. Energy Share will remain open until May 31, 2022 or until funds are depleted, whichever comes first.

Please remember: This is a program of last resort. The income eligible customer must apply for state and federal assistance prior to applying to the EnergyShare program.

Refer the customer to their local Salvation Army to apply.

Payment Plans

Other Ways to Help

What if your customer does not meet the income guidelines for PIPP Plus? There are other options available to maintain gas service while paying down the balance. We offer several regulated extended payment plans:

Current Plus Plan (1/6th)- pay current charges and make one of six equal payments of the past due balance.

One-Ninth (1/9th) Plan- pay a budget amount plus one of nine equal payments of the past due balance. This is our WRO default payment plan for customers who are not eligible for PIPP Plus. It is automatically established on the customer's account.

Winter Heating Season Plan (1/3rd)- pay one-third of the account balance if charges

include gas used from November 1st to April 15th.

Other available payment plan options include our **Budget Plus Plan**, which allows a customer to pay a budget amount, plus one of seven to twelve payments of the past due amount. The budget portion of the plan is subject to a periodic review.

We also have the ability to adjust the number of months for the **Current Plus Plan**. This plan allows a customer to pay the current bill plus a portion of the arrears each month for two to twelve months.

Payment Plans become effective when the agreed-upon amount posts to the customer's account. **A customer can call at any time to change payment plan but must be current on the existing plan to make a change.** All fraudulent activities must be satisfied prior to making payment arrangements.

Energy Conservation

Dominion Housewarming

This program is funded by Dominion Energy Ohio and is administered by CHN Housing Partners. The Housewarming Program provides weatherization assistance to help eligible customers reduce their energy usage and is available year-round. The program provides free weather-stripping, attic & sidewall insulation, door sweeps & other insulation devices. Client education is also part of the Housewarming Program to educate customers on ways to reduce consumption effectively. Income eligibility is up to 200% of the federal poverty level.

To apply for assistance, please contact CHN Housing Partners at 1-888-377-3774 or visit <https://chnhousingpartners.org/housing-and-community-services/home-energy-efficiency-services/>

Home Performance with Energy Star (HPwES)

Dominion Energy Ohio's Home Performance with Energy Star has been designed to help our residential customers improve their homes' energy efficiency. Starting with a home energy assessment, the customer's home will be evaluated to see how it is using energy. The program is administered through CLEARResult and the customer may be eligible to receive rebates for improvements from the energy audit. To be eligible, the customer must not be on PIPP Plus and/or not be eligible for the Home Energy Assistance Program (HEAP). Contact CLEARResult at 1-877-287-3416 or visit the website <http://deohpwes.com>.

Winter Energy Saving Tips

Whatever the weather, it's easy to make a few small changes at home to save energy and money.

- Lower your thermostat to 68 degrees
- Keep air ducts clear from obstructions
- Seal air leaks
- Seal duct work
- Lower water heater to 120-125 degrees
- Change furnace and HVAC filters every month
- Give your furnace some space. It will perform best when it has room to breathe.
- Weather-strip doors, windows, and attic entryways.
- Insulate water pipes
- Add an insulation blanket to the water heater
- Add insulation to the attic

For a full list of guidelines, please visit Dominion Energy's Seasonal Energy Saving Tips: <https://www.dominionenergy.com/our-stories/energy-saving-tips-for-every-season>