

NEWS RELEASE**For Immediate Release****Contact:** Media Relations, 800-562-9308**Dominion Energy Reminds Customers to Beware
of Scams as Holidays Approach***National Utility Scam Awareness Day is Nov. 20*

CAYCE, S.C. (Nov. 19, 2025) – Dominion Energy is urging customers to remain vigilant to protect themselves from utility scams this holiday season.

“We work year-round to educate customers about warning signs of utility scams, and this time of year is especially important to emphasize that message as many of us get caught up in the hustle and bustle of the holiday season,” said Cristina Freeman, general manager of customer service for Dominion Energy South Carolina. “If someone calls asking for personal or financial information, or pressures you over the phone, hang up immediately.”

Customers should download the Dominion Energy app for the most secure method to check balance information, make bill payments, verify past payments, start or stop service and even request a payment arrangement if needed.

Know the warning signs of a utility scam:

- Dominion Energy will never demand payment with a credit card or debit card by phone or ask a customer to wire a transfer, send a money order or buy a prepaid or gift card to pay a utility bill.
- Dominion Energy does not call and threaten service disconnection if a customer does not make a payment immediately.
- Utility scammers often target small businesses and threaten service disconnection during peak business hours to instill fear and a sense of urgency.
- Customers should not allow individuals claiming to be Dominion Energy employees to enter their homes without proper identification, an appointment or a reported emergency.

Know what to do if you receive a suspicious call:

- **Hang up.** Do not provide account, payment or any other personal information.
- **Ignore.** Do not respond to suspicious emails or text messages. Do not click on links or attachments prompting energy bill payment.
- **Verify.** Scammers do not typically know the customer’s account balance. Customers can verify their account balance and payment due date online or on the Dominion Energy mobile app.

For more scam prevention tips, visit [DominionEnergy.com/scams](https://www.dominionenergy.com/scams).

About Dominion Energy

Dominion Energy (NYSE: [D](#)), headquartered in Richmond, Va., provides regulated electricity service to [3.6 million](#) homes and businesses in Virginia, North Carolina, and South Carolina, and regulated natural gas service to 500,000 customers in South Carolina. The company is one of the nation’s leading developers and operators of regulated [offshore wind](#) and [solar](#) power and the [largest producer of carbon-free electricity in New England](#). The company’s mission is to provide the [reliable, affordable, and increasingly clean energy](#) that powers its customers every day. Please visit [DominionEnergy.com](https://www.dominionenergy.com) to learn more.

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