

NEWS RELEASE**For Immediate Release****Contact:** Media Relations, 800-562-9308**Dominion Energy Helps Customers Avoid Utility Scams***National Consumer Protection Week is March 1-7*

CAYCE, S.C. (March 2, 2026) — This National Consumer Protection Week, Dominion Energy is reminding customers how to spot a utility scam and keep their personal information safe.

Scammers will often pose as utility company representatives and use urgent or threatening language to pressure customers into making payments or providing personal information. These scams can happen by phone, through text messages and email or in person.

“Scam calls are designed to feel urgent and intimidating,” said Cristina Freeman, general manager of customer service at Dominion Energy South Carolina. “If someone is pushing you to pay immediately or threatening you, that’s a sign to stop and confirm your account through trusted company resources like our website or mobile app.”

Dominion Energy will never:

- Threaten immediate disconnection if you do not pay on the spot.
- Demand payment by phone or require a wire transfer, money order, prepaid card or gift card.
- Ask for payment in person.

What customers should do to protect themselves:

- **Hang up.** Do not provide account, payment or any other personal or financial 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.

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.

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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