
For Immediate Release**Contact:** Media Relations, 800-562-9308

Dominion Energy Shares Warning Signs of Utility Scams

National Consumer Protection Week is the first full week in March

Cayce, SC. (March 3, 2025) – In observance of National Consumer Protection Week, Dominion Energy is reminding customers how to spot the warning signs of a utility scam.

"Criminals are trying something new every day to scam customers out of their personal information and money," said Sam Dozier, general manager of customer service at Dominion Energy South Carolina. "It's important that we make sure our customers can recognize the red flags and avoid becoming a victim of fraud."

Dominion Energy will never:

- Threaten service disconnection if a customer does not make a payment immediately.
- Request payment in the form of a credit 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.
- Target small businesses, such as restaurants, and threaten service disconnection during peak business hours to instill fear and a sense of urgency.
- Ask for payment in person.

Customers can also follow these tips to protect themselves from utility scams:

- Always be suspicious of and never allow individuals claiming to be Dominion Energy employees to enter their homes without proper identification, an appointment or a reported emergency.
- Never provide a caller with identifying information such as your Social Security number, Dominion Energy account number, credit, or debit card numbers over the phone.
- Always hang up and check your account balance and payment due date by reviewing your [dominionenergy.com](https://www.dominionenergy.com) account, using the company's [mobile app](#), or calling the number located on your energy bill.

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](#) to learn more.