NEWS RELEASE

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

Dominion Energy Encourages Customers to Stay Alert for Utility Scams This Holiday Season

CAYCE, S.C. (Nov. 17, 2026) – In recognition of Utility Scam Awareness Day on Nov. 18, Dominion Energy is sharing important tips to help customers avoid being scammed – especially during the holidays when scammers tend to increase activity.

“Scammers often use fear and urgency to pressure customers into making immediate payments,” said Ashly Beaman, director of customer contact operations at Dominion Energy South Carolina. “During the busy holiday season, we encourage customers to slow down and verify before taking action. A few extra moments can help protect both their personal information and business accounts.”

Scammers may contact customers through phone calls, text messages or emails, often threatening immediate service disconnection unless a payment is made. Some may even manipulate caller ID information to make it appear that the call is coming from Dominion Energy.

Know the warning signs of a utility scam:

- **Threats of immediate disconnection**. Dominion Energy does not call and threaten service disconnection if a customer does not make a payment immediately.
- **Unusual payment requests.** Dominion Energy will never demand payment over the phone or require customers to pay using wire transfers, money orders, prepaid cards or gift cards.
- **Suspicious messages.** Scammers may send fraudulent emails or text messages containing payment links or requests for personal information.
- **High-pressure tactics.** Scammers may attempt to create panic by demanding immediate action, particularly during busy periods.

Take steps to protect yourself:

- **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 from unknown senders.
- **Verify**. Customers can verify their account balance and payment due date online or on the Dominion Energy mobile app.

Dominion Energy encourages customers to stay informed and share these warning signs with family, friends and neighbors. For more information about identifying and avoiding utility scams, visit 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.

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