NEWS RELEASE

Dominion Energy Crews Work Around the Clock as Tropical Storm Debby Crawls Across South Carolina

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CAYCE, S.C. (Aug. 7, 2024) – Tropical Storm Debby continued to cause outages in South Carolina – primarily along the coast – where saturated soil, falling trees and gusty winds brought down power poles and lines overnight. Dominion Energy urges customers to stay safe and prepare for additional rainfall, flooding and the potential for more outages as the storm maintains its slow crawl across the state.

Approximately 2,000 Dominion Energy employees as well as crew members and contract resources from out of state – including Georgia, Florida, Kentucky and West Virginia – are supporting storm response.

“Our family of employees have once again risen to meet the relentless bands of winds and rain that have accompanied Debby,” said Keller Kissam, president of Dominion Energy South Carolina. “Knowing this extreme weather event is not yet over, we will continue to respond to our customers’ needs in a vigilant and safe manner.”

In addition to strategically staging and dispatching resources, Dominion Energy continues to monitor Lake Murray’s water level and make adjustments as needed to ensure the safe operation of the dam.

Dominion Energy has also contacted White Cross customers with electrical medical equipment in their home. During a major storm or threat of a storm, the company proactively notifies its White Cross customers so they can make plans to sustain their equipment should an outage occur.

Tips for customers to stay safe and be informed:

- Stay away from downed power lines. Always assume downed power lines are energized and dangerous. Keep

in mind the downed lines may not always be visible and use extra caution when walking outside after a storm. Please remain at least 30 feet away and ensure that others avoid the downed line. South Carolina customers should call 888-333-4465 right away to report a downed power line.

- Avoid floodwaters. Never drive or walk through flooded streets. Among other dangers, power lines could be submerged underneath.

- Don't turn off natural gas service at the outside meter. If a customer's home or business is at risk of flooding to the point where the water could extinguish the pilot lights in any appliances, it's OK to turn off the flow of gas at the individual appliance's supply/isolation valve. If gas appliances are flooded, contact a qualified contractor to inspect before using.

- Download the Dominion Energy app. The fastest and most secure way to report or track an outage is using the Dominion Energy app. Customers may also report outages by going to **DominionEnergy.com** or calling 800-251-7234.

- Check the outage map. Customers can use the **Dominion Energy outage map** for up-to-date information on restoration progress.

- Follow Dominion Energy on social media. The company will provide regular updates and additional tips to help keep customers informed and safe.

About Dominion Energy

More than **4.5 million customers in 13 states** energize their homes and businesses with electricity or natural gas from Dominion Energy (NYSE: **D**), headquartered in Richmond, Va. The company is committed to providing **reliable, affordable, and increasingly clean energy every day** and to achieving **Net Zero emissions** by 2050. Please visit **DominionEnergy.com** to learn more.