NEWS RELEASE

Dominion Energy Offers 10 Tips to Help Customers Hold Down Energy Costs this Winter

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CAYCE, S.C. (Dec. 14, 2020) — With the first day of winter only a week away, Dominion Energy is providing tips to help customers be more energy efficient while they continue to enjoy the warmth and comfort of natural gas.

"Cooler temperatures have arrived, and many customers are spending more time at home and using natural gas to keep warm," said Felicia Howard, vice president of gas operations for Dominion Energy South Carolina. "Something as simple as replacing air filters or installing weather stripping around windows and doors can make a big difference when it comes to managing energy use and energy costs."

Customers can manage heating costs without sacrificing warmth:

Begin with the thermostat. Set the thermostat to a comfortable 68 degrees during the day and lower while sleeping or when away from home. A programmable or smart thermostat can automatically lower the temperature to maximize savings.
Layer up. Consider wearing comfortable, cozy clothing and extra layers for additional warmth.
Check doors and windows for drafts. Caulk around windows and replace old weather stripping around doors to keep cold air out.
Replace air filters regularly. Dirty air filters can increase energy usage, damage the heating system and compromise air quality. Experts recommend changing air filters monthly.
Let the light in. On sunny days, open curtains on sun-facing windows to allow sunlight to naturally heat the home. Close them at night to reduce any drafts.
Measure attic insulation. Ensure insulation it is at least 12 inches deep. Add more insulation (R-38 or higher) if

needed.
Customers who cook with natural gas can save energy while making their favorite dishes:

Preheat for 10 minutes. Only preheat a natural gas oven when necessary or for approximately 10 minutes. Preheating for any longer only wastes natural gas and will not preheat any faster.
Avoid opening the oven. Every time the door of an oven is opened, more natural gas is used to replace the heat lost.
Cover dishes. Cover pots, pans and casserole dishes as much as possible to reduce cooking time and natural gas use.
Cook an entire meal in the oven. Save energy by cooking multiple dishes in the oven to minimize the amount of time needed to have the heat on.
Dominion Energy remains committed to finding the options that best fit its customers' budget and needs. Many assistance options can be conveniently accessed 24/7 through a customer's online account or Dominion Energy's mobile app. Options include:

- Payment plans: If a customer is having trouble paying their bill, the company will help them determine the best option for their unique situation. Both short-term payment extensions and long-term payment plans are available. We are currently offering a special installment plan that spreads past due balances over a six-month period, with no interest charges.
- Payment assistance: Assistance is offered through EnergyShare, which is funded with company contributions, along with donations from customers, employees and retirees. The South Carolina Department of Administration's Office of Economic Opportunity administers the EnergyShare program through community action agencies. Payment assistance is also offered through state and federal programs, such as the Low-Income Home Energy Assistance Program (LIHEAP). The company partners with more than 180 organizations – including 12 community action agencies – to connect customers with available financial assistance, as well as to offer energy-saving tips and easy ways to do business with us. More information is available at **DominionEnergySC.com/assistance**.

For more ways to save, visit **DominionEnergySC.com/save**.

About Dominion Energy
More than **7 million customers in 16 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 sustainable, reliable, affordable and safe energy** and to achieving net zero carbon dioxide and methane emissions from its power generation and gas infrastructure operations by 2050. Please visit **DominionEnergy.com** to learn more.