



NEWS RELEASE

Dominion Energy Offers Tips to Manage Energy Bills as Temperatures Drop

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Provides guidance for tankless water heaters

CAYCE, S.C. (Jan. 17, 2024) – With temperatures dipping, Dominion Energy is providing simple solutions to help customers manage their energy usage and bills this winter.

"It's important to remember that when temperatures drop outside, the heating system in your home will work harder to keep you warm," said Gerald Freeman, program manager for Dominion Energy South Carolina. "By monitoring your use of energy, not only can you see a difference in your energy consumption, you can also help reduce your monthly bill."

Customers who have smart meter technology can **login to their account** and view their daily energy usage and costs. Additionally, they may set usage alerts to help keep track of usage in real time. This can be done by placing an alert for notifications when the bill exceeds a specific amount or for updates on usage during the billing cycle.

Customers who do not yet have a smart meter can review their monthly energy use online and with the Dominion Energy app. Visit **DominionEnergy.com** for information on timelines for installation in various areas.

Follow these tips for conserving energy this winter, and visit **DominionEnergy.com/Save** for more energy-saving tips:

- Adjust your thermostat to 68 degrees or lower when the temperatures drop. Set it even lower while away from home. Each degree higher than the recommended setting can significantly increase your heating-related



costs.

- Raise the temperature 1-2 degrees at a time if you have a heat pump so that you do not activate auxiliary heat unnecessarily. Be careful not to set the thermostat to emergency heat accidentally.
- Check air filters monthly and change them when dirty. Also, check ductwork for leaks and tears.
- Adjust drapes and blinds according to the time of day. This will welcome in the sun's natural warmth during the day and help keep the cold out at night.
- Caulk, seal, and weather strip around all seams, cracks and openings – especially exterior doors and windows. Also, replace old weather stripping around doors.

For customers with exterior mounted tankless water heaters, it's important to prepare the equipment for extreme cold by doing the following:

- Protect pipes connected to tankless water heaters by wrapping them in foam insulation.
- Consider running a trickle of hot water from a faucet until temperatures warm up.
- Make sure your water heater has built-in freeze protection, especially if it is installed outside.
- Always consult your manufacturer's guidelines for additional insulation and freeze prevention information.

Dominion Energy is committed to working with customers to find the payment plan and financial assistance that best fit their circumstances. Many options can be accessed 24/7 through [DominionEnergySC.com/assistance](https://www.dominionenergy.com/assistance) or the Dominion Energy app.

About Dominion Energy

About **7 million customers in 15 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](https://www.dominionenergy.com) to learn more.