



NEWS RELEASE

Dominion Energy reminds customers to stay alert for utility scams as holiday season approaches

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RICHMOND, Va.--(BUSINESS WIRE)-- As the holiday season approaches, Dominion Energy reminds customers to stay alert for utility scams. While scam tactics evolve year to year, utility scams remain a persistent threat, so it's important for customers to know the warning signs and what you should do if you're targeted.

"We always see an increase in scam activity during the holiday season because scammers know we're all busy and distracted with the holidays," said Utibe Bassey, Dominion Energy's Vice President of Customer Experience. "Dominion Energy will never call you and demand immediate payment, threaten immediate disconnection or request unusual payment methods. These are the telltale signs of a utility scam. If you see any of these signs, hang up, verify your account information, and report the scam."

Common warning signs of a scam:

- Threats and demands. Dominion Energy will never call and threaten to disconnect your power immediately or demand immediate payment.
- Unusual payment methods. Dominion Energy will never demand unusual payment methods, such as gift cards, wire transfers, or digital payment apps.
- No verification. Dominion Energy will never call or visit you without proper identification or an appointment. Scammers may spoof Dominion Energy's caller ID to appear legitimate, but they won't be able to verify that they work for Dominion Energy.
- Aggressive calls during busy hours. Scammers often target small businesses during busy hours to create a sense of panic and urgency.

What customers should do:

- Hang up. Never provide your account, payment or any other personal information to an unverified caller or visitor.
- Verify. Check your account information directly. Login to the Dominion Energy app or website to confirm your account balance and due date.
- Report. Customers can report suspicious activity and potential scams on Dominion Energy's website.
- Get help. Dominion Energy offers resources and payment assistance programs for customers facing financial challenges.

For more tips to avoid and report utility scams, visit <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.

News Category: Virginia & North Carolina

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