

PAYMENT AND BILLING OPTIONS

Auto Pay - Sign up for Bank Draft and have your bill automatically deducted from your checking or savings account. Enroll online at www.dom.com, search: *Bank Draft*, or call us for an application.

Credit/Debit/Purchasing Card and Electronic Checks - Pay online at www.dom.com, search: *Credit Card*, or call BillMatrix Corporation at 1-800-573-1147. Service fee applies.

Electronic Billing (eBill) - Eliminate your paper bill and enjoy the ease of electronic billing and payment. When you enroll in eBill, you will receive an email when your bill is ready; then view and pay your bill electronically at www.dom.com or at a participating bank site. Visit www.dom.com, search: *eBill*, to enroll or for more information.

In Person - For an authorized payment center near you, visit www.dom.com, search: *Authorized Payment Center*, or call us. Be sure to bring your entire bill when paying in person. Service fee applies.

U.S. Mail - Mail your check or money order to Dominion North Carolina Power, P.O. Box 26543, Richmond, VA 23290-0001. Please do not include correspondence with your payment.

Electronic Check Conversion - Paying by check authorizes us to use the information from your check to make a one-time electronic fund transfer from your account. The funds may be withdrawn as early as the date we receive your payment. You will not receive your check back from your financial institution.

SPECIAL SERVICES

Braille Billing/Large Print Bills - Visually impaired customers may request their bill printed in Braille or large print. Please call us for more information.

Budget Plan - Bills are averaged over a 12-month period and the averaged amount is paid monthly. Periodic reviews are done to assure the amount is accurate. Enroll online at www.dom.com, search: *Budget Plan*, or call us for more information.

EnergyShare - Add \$1, \$2, \$5, \$10, \$20, \$25, or \$35 to your payment to help those in need with their energy bills or send a check payable to EnergyShare to P.O. Box 370, Roanoke Rapids, NC 27870-0370.

Payment Plans - Visit www.dom.com, search: *Payment Plans*, to learn if you qualify for an extension to your due date or scheduled monthly payments. You may also call us for more information.

Phone Number Changes - Help us locate your account quickly when reporting an outage by updating our records with your current phone number at www.dom.com, search: *Manage Your Account*, or call 1-800-222-0401.

Third Party Notification - An injury, illness, or vacation could prevent you from reading your mail as you normally would. At your request, we will send a copy of any past-due notice to a person of your choice. Enroll at www.dom.com, search: *Third Party Notice*, or call us for more information.

UNDERSTANDING YOUR BILL

kWh - (kilowatt hour) - A measurement of electrical energy.

Demand Charge (kW) - Largest electrical use or highest "demand" for electricity averaged in any 30-minute period per month measured in kilowatts (kW). Charge is calculated based on cost per kW used.

Electric Charges - Cost of kilowatt hours (kWh) used per billing period. For information regarding the charges for which you are being billed, visit www.dom.com, search: *Understanding Your Bill*, or call us.

Multiplier - Some meters are programmed to record energy at a slower rate due to the demand needed. Once the readings are obtained, the usage is increased by the programmed rate (multiplier).

Rate Schedule - Price used to calculate your bill. View our rate schedules at www.dom.com, search: *Rates*, or call us to request a copy.

CUSTOMER CONTACT INFORMATION

- **Online** - www.dom.com, search: *Manage Your Account*, for self-service options or use "Contact Us" to send an email.

- **Phone** - 1-866-DOM-HELP (1-866-366-4357) Monday - Friday, 7:00 a.m. to 7:00 p.m. and Saturday, 9:00 a.m. to 1:00 p.m.

- **Correspondence** - P.O. Box 26666, Richmond, VA 23261-6666.

Form No. 723939(May 2011)

Moving - Most residential customers can start, stop, or transfer service at www.dom.com, search: *Moving*. For name changes or commercial service requests, please call us.

Address Change - If you are not moving, but would like to update your mailing address, visit www.dom.com, search: *Manage Your Account*, or complete the information below.

Please check **one** of the following boxes:

- Address change is both **service** and **mailing** address
- Address change is **service** address only
- Address change is **mailing** address only; if temporary – Expiration Date

Month Day Year
| | | | | |

House No.	N, S, E, W, NW, SE, etc.	Street Name / P. O. Box Number	Blvd., Cir., Dr., Ln., Pl., Rd., St., etc.	N, S, E, W, NW, SE, etc.
Apartment No.	City	State	Zip Code (Zip +4)	

The information provided above is **confidential** and strictly for internal use by Dominion North Carolina Power.