

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 Virginia 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 The funds may be withdrawn as early as the date we receive your payment.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 11186, Richmond, VA 23230-1186.

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

Applicable Riders - Charges applied to certain rate schedules to recover various costs associated with Dominion's electric operations and electricity production.

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.

Distribution Service - Charges for the use of local wires, transformers, substations and other equipment used to deliver electricity to your home or business. This service must be purchased from Dominion Virginia Power.

Electricity Supply Service (ESS) - Charges for the generation and transmission of electricity, including fuel. This service may be purchased from a licensed competitive service provider.

- **Generation** - Charges for the production of electricity from Dominion's power plants.
- **Transmission** - Charges for moving electricity from Dominion's power plants to substations.
- **Fuel** - charges associated with the cost for fuel used to produce electricity, including transportation.

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

Late Payment Charge - Fee assessed on any unpaid Dominion Virginia Power charges past due at the time of billing.

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.

Re-Regulation/Energy Choice

Competitive Service Provider (CSP) - A person or company who is licensed by the State Corporation Commission to sell competitive energy services such as electricity supply service (also referred to as a supplier).

Opt-Out - Under Energy Choice, Dominion Virginia Power must provide your name, address, account number and electricity usage information to CSPs. If you do not want your information released, call us to "opt-out".

Price to Compare - The price per kWh of electricity supply service to be used to compare prices with CSPs. Please call us to obtain your price to compare.

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. 721854(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	Year
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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)	