

Serious Medical Condition Form

Age Requirements

No Age Requirement

Available 24/7

No

Family

No

Intake Process

Call customer service. Visit the website for information.

Provider Refer

Yes

Report Problems

Call the Agency

Self Refer

Yes

Dominion Energy

<https://www.dominionenergy.com/>

<https://www.dominionenergy.com/virginia/start-stop-service/medical-conditions>

Main

(866) 366-4357

Toll-Free

(866) 366-4357

23219 VA

United States

Monday: 8:00 am-5:00 pm

Tuesday: 8:00 am-5:00 pm

Wednesday: 8:00 am-5:00 pm

Thursday: 8:00 am-5:00 pm

Friday: 8:00 am-5:00 pm

Saturday: Closed

Sunday: Closed

Fee Structure

No Fee

Languages Spoken

English

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Multi-Lingual

If you or someone in your household has a serious medical condition that requires the use of electrically-powered life support equipment, please print a request form and have it completed by your physician to be added to the Serious Medical Condition Certification list. Download a copy of the certification form under "[Serious Medical Condition Form](#)".

The form requires a physician's statement and signature. You must complete a form each year and Dominion must receive it within 30 days of the anniversary date of the last form you sent. If no form is received, it will be assumed that the condition no longer exists and the medical notation on your account will be removed.

We will make every effort to restore service as soon as possible-- consistent with the total restoration effort.

Note: Occasional power outages normally last from a few minutes to several hours. Be prepared with battery power or manual backup for your medical equipment.

Longer outages, such as those resulting from hurricanes and ice storms, may last several days. Be prepared to relocate to a place where you can receive proper care until service is restored.

Service Area(s)

Statewide