

Third Party Notification Program

Age Requirements

No Age Requirement

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/billing/billing-options>

Main

(866) 366-4357

Toll-Free

(800) 562-8419

600 East Canal Street

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

Multi-Lingual

Dominion Energy has a Third Party Notice that lets any customer designate a friend, a relative, a clergy person, or even a social service agency, to be notified before service is cut off for nonpayment. At your request, Dominion can send a copy of any past-due notice to a person of your choice. If an injury, illness, or vacation could prevent you from reading your mail as you normally would, the Third Party Notice might be a solution. Visit [Third Party Notice Request](#)

Both you and the third-party receive notice of any past-due amount and the day the payment is due. The third party can then help the customer take steps to make sure that service continues uninterrupted. The third party is never obligated to pay the bill.

If you have TDD equipment, call 1-800-291-7745 with any questions between 8 am and 5 pm Monday through Friday. You can use Virginia Relay to report an outage at 1-800-828-1120 at any time.

Service Area(s)

Statewide