

Percentage of Income Payment Program (PIPP)

Age Requirements

18 and over

Documents Required

Proof of income

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Social Security card

Other Eligibility Criteria

Households must have a Dominion Energy account.

Family

Yes

Intake Process

Complete an online application at CommonHelp website or submit a paper application to your local department of social services.

Provider Refer

No

Qualifications

Report Problems

Call the Agency

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Visit the Agency

Self Refer

No

Virginia Department of Social Services (VDSS)

<https://dss.virginia.gov/benefit/PIPP/>

Main

(804) 726-7386

Toll-Free

(800) 552-3431

5600 Cox Road

23060 VA

United States

Fee Structure

No Fee

Languages Spoken

English

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Spanish

The Percentage of Income Payment Program (PIPP) offers financial assistance for electricity access. The program assists eligible, low-income Dominion Energy households to maintain their electric service by making utility bills more affordable year-round.

The monthly bill is based on the household's income and primary heat source. Visit the [PIPP website](#) for more information.

To apply for PIPP assistance, Dominion Energy customers should either:

- Complete an online application at [CommonHelp](#).
- Submit a paper application to your local department of social services.

Applications are available on the website at [PIPP Application - English \(PDF\)](#) and [PIPP Application - Spanish \(PDF\)](#).

Service Area(s)

Statewide

Email

citizen.services@dss.virginia.gov