

May 17, 2021

Customer Bill



AQUA VIRGINIA INC  
SYDNOR HYDRODYNAMICS

SHORELINE DR  
WATER PUMP  
QUINTON, VA 23141

You are enrolled in AutoPay. The amount of \$8.45 will be deducted from your designated bank account on JUN 07 2021.

Billing and Payment Summary

Account # 6999102830

AutoPay Amount: \$ 8.45

Previous Amount Due: \$ 23.85  
Payments as of May 17: \$ 23.85CR

For service emergencies and power outages please call  
1-866-DOM-HELP (1-866-366-4357). Visit us at [www.dominionenergy.com](http://www.dominionenergy.com).

Meter and Usage

Current Billing Days: 32

Billable Usage

Schedule GS-1 03/17-04/15  
Total kWh 4

Schedule GS-1 04/15-05/17  
Total kWh 5

Measured Usage

Meter: 0005430867 03/17-04/15  
Current Reading 83333  
Previous Reading 83329  
Total kWh 4  
Current Reading 1.38  
Demand 1.38

Usage History

Mo	Yr	kWh
Jul	20	504
Aug	20	3
Sep	20	1
Oct	20	5
Nov	20	3
Dec	20	15
Jan	21	14
Feb	21	9
Mar	21	3
Apr	21	4
May	21	5

Explanation of Bill Detail

Customer Service 1-866-DOM-HELP (1-866-366-4357)

Previous Balance 23.85  
Payment Received 23.85CR  
Balance Forward 0.00

Non-Residential (Schedule GS-1) 03/17-04/15  
Distribution Service  
Basic Customer Charge 14.54  
Distribution Service kWh 0.06  
Electricity Supply Svc (ESS)  
Generation 0.16  
Transmission 0.06  
Fuel 0.06

Non-Residential (Schedule GS-1) 04/15-05/17  
Distribution Service  
Basic Customer Charge 14.54  
Distribution Service kWh 0.10  
Electricity Supply Svc (ESS)  
Generation 0.23  
Transmission 0.08  
Fuel 0.09

State/Local Consumption Tax 0.01  
NEW KENT Utility Tax 2.37  
Adjustment 23.85CR  
Total Current Charges 8.45

Total Account Balance 8.45

View payment options, request service changes and enroll in eBill at  
[www.dominionenergy.com](http://www.dominionenergy.com), search: Manage Your Account

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If you have changed your mailing address, please see the reverse side for instructions.

Bill Date May 17 21

AutoPay Amount  
\$ 8.45

AutoPay Date: Jun 07, 2021  
AutoPay Amount: \$ 8.45

AQUA VIRGINIA INC  
SYDNOR HYDRODYNAMICS  
PO BOX 13508  
PHILADELPHIA PA 19101-3508

888 6999102830 8000000845 8000000845 91

(continued)

<b>Meter:</b> 0005430867	04/15-05/17
Current Reading	83338
Previous Reading	83333
Total kWh	5
Current Reading	1.38
Demand	1.38

We know many of our customers are facing financial challenges due to the COVID-19 pandemic, and we want you to know that we're here to help. If you have fallen behind on your bill, we encourage you to contact us now for payment arrangements and assistance options. We are working with customers to establish flexible payment plans, both short and long-term, and will find a plan that works best for you. Please visit [DominionEnergy.com](http://DominionEnergy.com) or call us at 1-866-366-4357.

### ***Important Customer Information from Dominion Energy Virginia***

Automatic Bank Draft is now AutoPay. Dominion Energy has partnered with Paymentus Corporation (Paymentus) to manage this program. Your payments will be processed by Paymentus and will continue to be automatically deducted from your designated account each month.

Your total current charges reflect an adjustment based on an actual reading following one or more estimated readings.

Help a family in need through EnergyShare - add \$1,2,5,10,20,25 or 35 to your payment. Overpayments in these exact amounts are automatically recognized as a contribution to EnergyShare. You may also mail a separate check for any amount payable to EnergyShare to P.O. Box 91717, Richmond,VA 23291-1717.

Use energy wisely this summer to help manage your energy costs. Review how your rate schedule changes from June through September and check out energy saving tips by visiting [DominionEnergy.com](http://DominionEnergy.com). Search - Rates or Energy Savings. You can also sign in to your online account to review your usage history.

Help us identify you quickly when reporting a power outage. Call 1-800-222-0401 or visit 'Manage Your Account' on [www.dominionenergy.com](http://www.dominionenergy.com) and select change phone number to provide a current phone number for our records.

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## Account Changes

**Mailing Address:** To update your mailing address, visit [DominionEnergy.com](http://DominionEnergy.com) and sign in or register to manage your account online.

**Moving:** Visit [DominionEnergy.com](http://DominionEnergy.com) and select Manage Service to start, stop or transfer your service. You can also view the status of your existing order, change/cancel your order or check your account balance.

**Phone Number:** Having an accurate phone number on your account helps report your outage quicker. Visit [DominionEnergy.com](http://DominionEnergy.com) and sign in or register to manage your account online and update your phone number, or call 1-800-222-0401.

## Services

**Braille Billing/Large Print Bills:** Visually impaired customers may request their bill printed in Braille or large print by calling us.

**Budget Billing:** 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 at [DominionEnergy.com/budgetbilling](http://DominionEnergy.com/budgetbilling).

**eBill:** Dominion Energy's paperless billing option is convenient, easy and secure. You can make free, same-day payments from your checking/savings account. You'll also receive a payment reminder three days before your bill is due. Learn more at [DominionEnergy.com/eBill](http://DominionEnergy.com/eBill).

**EnergyShare:** Adding an exact overpayment of \$1, \$2, \$5, \$10, \$20, \$25, or \$35 to your payment helps those in need with their energy bills. You may also send a check payable to EnergyShare to P.O. Box 91717, Richmond, VA 23291-9717.

**Outage Reporting:** Visit us on your mobile device at [DominionEnergy.com](http://DominionEnergy.com) to report/check outages anytime, anywhere. Our voice response system is also available 24/7 to report or check the status of an outage.

**Payment Plans:** Visit [DominionEnergy.com](http://DominionEnergy.com), search: Payment Arrangements to learn if you qualify for an extension to your due date or scheduled monthly payments.

**Third Party Notification:** At your request, we will send a copy of any past-due notice to a person of your choice. Enroll at [DominionEnergy.com](http://DominionEnergy.com), search: Third Party Notice.

## Customer Contact Information

**Self Service:** [DominionEnergy.com](http://DominionEnergy.com), search: Manage Account, or call 1-866-DOM-HELP to use the automated phone transaction center.

**Customer Care:** 1-866-DOM-HELP (1-866-366-4357) Monday - Friday, 8:00 a.m. - 5:00 p.m. EST.

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

## Payment Options

Here are some payment options for your convenience. As a reminder, payments by check or eCheck cannot be accepted if an account has two or more returned payments within the last 12 months. Customer bills will display a special message if an account is not eligible to pay by check or eCheck.

**AutoPay:** Enroll in AutoPay to have your bill automatically deducted from your checking or savings account. Enroll online at [DominionEnergy.com](http://DominionEnergy.com), search: AutoPay.

**Free Online Payment:** Make a one-time, same-day payment or schedule a payment for free from your bank account. You can also enroll in eBill, our paperless billing program. With eBill, you'll also receive an email and have the option to also receive a text notification when your bill is ready and a payment reminder three days before your bill is due. Sign in or register at [DominionEnergy.com](http://DominionEnergy.com) to manage account online.

**Credit/Debit Cards:** Pay online at [DominionEnergy.com](http://DominionEnergy.com), search: Credit Card, or call 1-833-281-1507. Convenience fee applies.

**In Person:** For an Authorized Payment Center near you, visit [DominionEnergy.com](http://DominionEnergy.com), search: Payment Centers. Be sure to have either your Dominion Energy account number or your printed payment coupon available when paying in person. Convenience fee applies.

**U.S. Mail:** Mail your check or money order to Dominion Energy Virginia, P.O. Box 26543, Richmond, VA 23290-0001. Checks sent to Dominion Energy will be processed upon receipt regardless of the date included on the check. Dominion Energy will not send you the original check or its electronic image. As a reminder, please **DO NOT INCLUDE CORRESPONDENCE OR CASH** with your payment.

- **Electronic Check Conversion:** Paying by check authorizes Dominion Energy to use the information from your check to make a one-time electronic funds transfer from your bank account. The funds may be withdrawn as early as the date we receive your payment, and you will not receive your check back from your financial institution.

## Understanding Your Bill

**Applicable Riders:** Charges applied to certain rate schedules to recover various costs associated with Dominion Energy's electric operations and 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 Energy Virginia.

**Electric 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 Energy's power plants.
- **Transmission:** Charges for moving electricity from Dominion Energy'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 Energy Virginia 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 [DominionEnergy.com](http://DominionEnergy.com), search: Rates.

## Re-Regulation/Energy Choice

**Competitive Service Provider (CSP) or Supplier:** A person or company who is licensed by the State Corporation Commission to sell competitive energy services such as ESS.

**Opt-Out:** Under Energy Choice, Dominion Energy Virginia 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 ESS to be used to compare prices with CSPs. Call us to obtain your price to compare.