



UTILITY BILL RESOURCES

electric, water, and gas

ELECTRICITY

Falling behind on your electricity bill?

CALL Dominion Virginia Power

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

Dominion offers 3 options to help manage monthly bills:

1. **Payment Extension** –gives you more time to pay your bill
2. **Budget Billing** –lets you manage your bills by avoiding seasonal fluctuations. The monthly budget bill amount is based on an average of 12 months of usage at your address
3. **Payment Plans** –divides your past due balance into equal payments for up to 6 months. In addition, you continue to pay your current bill each month. A down payment is required.

Visit <http://www.dom.com> for more details

If you have a serious medical condition that requires access to electricity for necessary treatment, please visit:

<https://www.dom.com/pdf/medical.pdf>

APPLY with Henrico County Department of Social Services

(804) 501-4099

*Income and other eligibility requirements apply

Virginia Department of Social Services offers 3 seasonal programs to help with energy costs:



Fuel Assistance -helps eligible households with the costs of heating their homes.

(Applications are accepted from the second Tuesday in October through the second Friday in November.)



Crisis Assistance-helps households in heating emergency situations with primary heat security deposits, utility heating bills, repair/replacement of heating equipment, primary heating fuel or emergency shelter. *(Applications are accepted from November 1 through March 15.)*



Cooling Assistance- helps with cooling equipment purchases or repairs and also with the electric bill.

(Applications are accepted from June 15 through August 15. Assistance is based on the availability of funds.)

For more Information on program eligibility, please visit:

http://www.dss.virginia.gov/files/division/bp/ea/intro_page/about_cooling_assistance/032-01-0914-18-eng.pdf

Complete an application online <https://commonhelp.virginia.gov/access/>

OR Pick up an application in one of our 2 locations:

<p>West End 8600 Dixon Powers Drive Henrico, VA 23228</p>
--

<p>East End 3820 Nine Mile Road Henrico, VA 23223</p>
--

EMERGENCY FINANCIAL ASSISTANCE

Commonwealth Catholic Charities (Tuesdays 1:00pm and Thursdays 9:30am only)

(804)285-5986

FISH (Eastern Henrico Residents only)

(804)257-7730

*23222, 23223, 23231, 23150, and 23075





UTILITY BILL RESOURCES

electric, water, and gas



PREPARING FOR ELECTRIC DISCONNECT

If you are unable to prevent a disconnect

- Before evening, find your flashlight and batteries, or candles and matches (beware fire hazards!)
- Power up all your electronic gadgets: phone, music players, and other personal gadgets
- Check with neighbors to see if they can temporarily store some of your refrigerator and freezer items
- Refrigerated food may go bad after four hours without refrigeration.
- Frozen foods can stay safe for up to one or two full days, but keep foods in a cooler with ice when possible.
- Try to eat refrigerated foods first, then frozen foods, then begin consumption of the non-perishables
- If your power is disconnected during peak Summer or Winter months, talk with family and friends about temporarily housing for you and your children.

WATER

Falling behind on your Water Bill?

CALL Henrico Public Utilities

(804) 501-4275

- **ASK** about a possible extension
- **ASK** about a payment plan
- **PAY** what you can
- **TALK** with family and friends for assistance

GAS

Falling behind on your Gas Bill?

CALL City of Richmond Public Utilities

(804) 644-3000

- **ASK** about a possible extension
- **ASK** about a payment plan
- **PAY** what you can
- **TALK** with family and friends for assistance
- **APPLY** for Seasonal Energy Assistance Programs through your local Department of Social Services



TIPS FOR REDUCING YOUR BILLS

- Check your cell phone statement for extra services (such as ringtones, internet access, etc.) and cancel the services you don't need or use.
- Order basic cable rather than the full cable service with high-priced premium channels.
- Keep curtains closed on south-facing windows during the heat of the day for a cooler house.
- Cook with small appliances (toaster, microwave, slow cooker, electric skillet) in the summer instead of heating up the stove or oven and heating up your house unnecessarily.
- Use a draft stopper at the bottom of all outside doors during the winter to keep the warm air inside and the chilling cold air outside.
- Reach for a blanket or sweater when you're feeling cold, instead of immediately turning up the thermostat.
- Fill your freezer completely for maximum efficiency. Fill empty milk jugs with water to take up empty space, if need be.
- Turn off the water while brushing your teeth or shaving.
- Run the dishwasher and washing machine only when you have full loads.
- Fix leaky faucets and running toilets as soon as you detect a problem.
- Wash your clothes on the cold setting.
- Unplug any appliance you are not using, because they still use energy!