

Stay safe during a storm

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We encourage Dominion Energy customers in central and eastern Virginia to prepare for the possibility of power outages. We are carefully watching the forecast and have crews ready to respond safely and promptly should Hurricane Zeta lead to power outages in our area.

Below are some ways customers can prepare for power outages and stay safe during a storm:

- Create an emergency kit with flashlights, batteries, cleaning supplies and face coverings.
- Prepare a first-aid kit with bandages, anti-bacterial wipes, over-the-counter medications, and prescription medications.
- Remember to carry your healthcare information with you and to prepare your medical devices, especially if you are disabled or elderly.
- Download the Dominion Energy app to track restoration efforts and report outages quickly and easily.
- Prepare a supply of water and non-perishable food.
- Charge your phone and other electronic devices fully before the storm arrives.
- Make sure your contact information is updated in our system so that we have a way to get in touch with you.

The fastest way to report or track an outage is using our mobile app or online at DominionEnergy.com. We encourage customers to download the Dominion Energy app from the Apple App Store or Google Play Store or call us at 1-866-DOM-HELP (1-866-366-4357) to report an outage. If you lose power, please let us know to ensure the fastest response.

- Here's how you can stay safe:
- Beware of downed power lines. Assume they are energized and dangerous. Very high winds and rain can cause trees and branches to fall, which may bring down power lines. Stay at least 30 feet away and make sure your family, pets, and neighbors also avoid the downed wire. Call Dominion Energy right away to speak with an agent to report the downed wire. Virginia and North Carolina customers should call 1-866-DOM-HELP (1-866-366-4357).
- Properly connect your generator. If you have a generator, be sure it is fueled, tested, and properly connected before the severe weather arrives. Follow the manufacturer's instructions and always operate outdoors with good ventilation. Improper use of a generator could be life-threatening for customers and for line crews working to restore power.