

NEWS RELEASE**For Immediate Release****Contact:** Media Relations, 800-562-9308**Dominion Energy Prepares For Hurricane Idalia, Urges Customers to Do the Same**

CAYCE, S.C. (Aug. 30, 2023) – Dominion Energy is ready to respond to the potential impacts of Hurricane Idalia, which is expected to bring heavy rains, strong winds and power outages across South Carolina on Wednesday and Thursday, especially along the coast. The company urges customers to stay safe and be prepared for what could be a multi-day event, particularly in areas where damage is severe.

Crew members, vehicles and equipment are staged throughout Dominion Energy's service territory in South Carolina, with approximately 100 additional crew members and contract resources scheduled to arrive from Dominion Energy Virginia. The company remains in contact with neighboring utilities and contract companies to secure additional resources if needed.

"We prepare year-round for severe weather, but every storm is different and we've got to be ready for whatever comes next," said Keller Kissam, president of Dominion Energy South Carolina. "Our top priority is the safety of our employees who will be working to keep our customers' lights on during and after the storm, as well as the safety of our customers and the communities we serve. Just as we prepare long before the first raindrops fall, if you're not already prepared, you should get ready now, and please stay safe."

Five tips for customers to prepare and stay safe:

- **Download the Dominion Energy app.** The fastest and most secure way to report or track an outage is using the Dominion Energy app, which is free in the Apple and Google Play stores. Customers may also report outages by going to [DominionEnergy.com](https://www.dominionenergy.com) or calling 800-251-7234.
- **Follow Dominion Energy on social media.** The company will provide regular updates and additional tips to help keep customers informed and safe.
- **Create an emergency kit.** The National Weather Service recommends creating a basic disaster kit before a storm hits. Store your items in airtight plastic bags and put the entire kit in something that's easy to carry, like a plastic bin or a duffel bag. [Learn more](#) about what to include in a basic kit and how customers can prepare.
- **Stay away from downed power lines.** Always assume downed power lines are energized and dangerous. Keep in mind the downed lines may not always be visible, and use extra caution when walking outside after a storm. Please remain at least 30 feet away and ensure that others avoid the downed line. South Carolina customers should call 888-333-4465 right away to report a downed power line.
- **Don't turn off natural gas service.** Natural gas lines are typically not impacted during a hurricane or severe winds, so natural gas service is rarely interrupted. It is not necessary to turn off your natural gas service at the meter during a hurricane; this valve should only be turned off by the utility or emergency personnel.

For more info and tips, visit [dominionenergy.com/our-stories/hurricane-preparedness](https://www.dominionenergy.com/our-stories/hurricane-preparedness).

About Dominion Energy

About [7 million customers in 16 states](#) energize their homes and businesses with electricity or natural gas from Dominion Energy (NYSE: [D](#)), headquartered in Richmond, Va. The company is committed to [safely providing reliable, affordable and sustainable energy](#) and to achieving [Net Zero emissions](#) by 2050. Please visit [DominionEnergy.com](#) to learn more.

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