

## Dominion Energy Ohio 2018 - 2019 Quick Reference Guide

### For Customers

#### Customer Service Center

Customer Service 1-800-362-7557

Report Fire/Gas Odor/Explosion 1-877-542-2630

Telecommunications Device for the Deaf (TDD) 1-800-633-8903

Used by customer to:

- Apply for service
- Get pending account numbers (if gas off more than 10 days)
- Schedule service appointments

### For Agencies

#### Dominion Energy Ohio's Agency Web Access

[www.dominionenergy.com](http://www.dominionenergy.com)

Used by Agency to:

- Via the Dominion website, navigate to Agency Web Portal to view customer information.
- **Dominion Issued User ID and Password are required for access**

To request initial agency access, or report problems, email [OhioCreditEnergyAssistance@dom.com](mailto:OhioCreditEnergyAssistance@dom.com), with AWA Access in the subject line.

Agency Administrators have the ability to reset passwords, grant and suspend employee access to the AWA portal.

#### Dominion Energy Ohio's Agency Hotline

1-877-285-0290

Used by Agency to:

- Answer agency inquiries that **cannot** be resolved using the AWA portal first.
- Provide reconnect amounts
- Provide Intent-to-Pay information
- Schedule service appointments

Always provide Authorized Agency EOG ID number when contacting Dominion Energy Ohio's Agency Hotline

#### Appointment Fax Number & Escalated Customer Issue

[OhioCreditEnergyAssistance@dom.com](mailto:OhioCreditEnergyAssistance@dom.com)

Fax 1-866-845-8428

Used by Agency to fax:

- Appointment issues
- Same day reconnection intents

Customer must have an adult on premise for service order

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