



## **Fiserv, Dominion Virginia Power Donate \$15,000 To EnergyShare Heating/Cooling Assistance Fund**

BROOKFIELD, Wis.--(BUSINESS WIRE)--

[Fiserv, Inc.](#) (NASDAQ: FISV), a leading global provider of financial services technology solutions, and Dominion Virginia Power today announced that the two companies raised \$15,000 for Dominion's EnergyShare program, which provides heating and cooling assistance to customers facing financial hardships.

From Oct. 1 through Dec. 31, 2011, Fiserv and Dominion together contributed \$1 to the EnergyShare program for each of the first 15,000 customers who enrolled to receive bills electronically, rather than through the mail. Electronic bills, or eBills, contain the same information as typical paper bills but are delivered to customers electronically through the biller's website or through the customer's online banking account.

During Dominion's campaign to drive eBill adoption, more than 18,000 net new customers enrolled in eBill. Overall, Dominion increased its yearly eBill adoption rate by nearly 10 percent from 2010 to 2011.

"Our customers are switching to online bill payment and e-bills for the convenience and cost savings as well as the positive impact paperless billing has on the environment," said Gianna C. Clark, vice president of customer service operations, Dominion. "This partnership helps our customers and the many EnergyShare recipients who are struggling with difficult economic conditions."

According to the [2011 Billing Household Survey by Fiserv](#), consumers choose to view bills online because of the convenience (30 percent), paper and energy savings (21 percent), ability to view the bill online along with email payment reminders (11 percent), and reduction in paper (11 percent).

"Since 2001, Fiserv and Dominion have worked together to provide multiple billing and payment options to fit the different needs various customers have," said Jardon Bouska, president, Biller Solutions, Fiserv. "It is great to see customers taking advantage of the benefits eBills can offer, while contributing to help those in need."

Dominion customers can securely receive eBills at [www.dom.com](http://www.dom.com) or via the Fiserv network of more than 3,100 financial institutions. Electronic billing is an important part of Dominion's comprehensive online self-service site. Dominion Virginia Power customers can make expedited payments online or over the phone, leveraging interactive voice response (IVR) technology which is also provided by Fiserv. In addition, Dominion customers can pay bills in person at more than 24,000 CheckFreePay<sup>®</sup> retail locations nationwide, such as supermarkets, drugstores and convenience stores, along with hundreds of independent and chain store retailers.

### **Supporting Dominion's EnergyShare Program**

Dominion customers can continue to help support the EnergyShare program by adding an overpayment to the amount due on their bill. Specific information on how to contribute is available at: <http://www.dom.com/about/community/energyshare.jsp>.

### **About Dominion**

Dominion is one of the nation's largest producers and transporters of energy, with a portfolio of approximately 28,000 megawatts of generation. Dominion operates the nation's largest natural gas storage system and serves retail energy customers in 15 states. For more information about Dominion, visit the company's Web site at [www.dom.com](http://www.dom.com).

### **About Fiserv**

Fiserv, Inc. (NASDAQ: FISV) is a leading global technology provider serving the financial services industry. Fiserv is driving innovation in payments, processing services, risk and compliance, customer and channel management, and business insights and optimization. For six of the past eight years, Fiserv ranked No. 1 on the FinTech 100, an annual international listing of the top technology providers to the financial services industry. For more information, visit [www.fiserv.com](http://www.fiserv.com).

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