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## **Fiserv, Dominion Donate \$10,000 to EnergyShare Heating Assistance Fund**

### **Companies donate \$1 to EnergyShare for every new e-Bill enrollment**

**Brookfield, Wis. and Richmond, Va., April 12, 2010** - [Fiserv](#), Inc. (NASDAQ: FISV) and [Dominion](#) (NYSE: D) today announced that the two companies raised \$10,000 for Dominion's EnergyShare program, which helps pay heating costs for customers facing financial hardships.

[Fiserv](#) is the leading global provider of financial services technology solutions, and [Dominion](#) is one of the nation's largest producers and transporters of energy. For every new Dominion customer that enrolled to receive bills electronically and turned off their paper statement between Jan. 1 and Feb. 28, the companies donated \$1 to EnergyShare.

Demand for heating assistance was high this past winter because of difficult economic conditions and unusually cold weather. The Fiserv-Dominion e-bill program provided much-needed additional support for communities in Dominion's service area.

"Linking e-bill activations to a very successful community assistance program provided an added incentive for consumers to sign up for e-bills and the many benefits paper-free billing provides," said Gianna Clark, vice president, Customer Service Operations at Dominion. "Thanks to Fiserv's enrollment campaign, more of our customers are benefiting from the convenience, postage savings and reduced use of paper that results from e-billing, while taking a step to help those in need."

[Electronic bills, or e-bills](#), contain the same information as typical paper bills. Dominion customers can securely receive e-bills at Dom.com or via the [Fiserv network of more than 3,100 financial institutions](#). E-billing is an important part of a comprehensive online self-service site at [www.dom.com](#). Dominion customers with online bill access can view their usage history for the past 18 months, compare and analyze energy use changes, and learn about the impact of weather and rate changes on billing.

Beyond powering e-bills for Dominion, Fiserv helps the utility's customers make electronic bill payments at [www.dom.com](#) or on the phone leveraging interactive voice response (IVR) technology. In addition, all Dominion customers can pay bills in-person at more than 16,000 CheckFreePay locations such as convenience stores, grocery stores, drug stores, and retail shipping and postal stores. Since 2001 Dominion has leveraged Fiserv's expertise of the complete billing and payments landscape to lower operational costs while enhancing customer satisfaction and the overall online self-service experience.

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

Dominion customers can continue to help support the EnergyShare program by adding \$1, \$2, \$5, \$10, \$20, \$25 or \$35 to the amount due on their bill. Overpayments in these exact amounts are automatically recognized as a contribution and documented on the next bill. Virginia customers can also mail a check of any amount to EnergyShare, P.O. Box 11186, Richmond, VA 23230-1186, while North Carolina customers can mail contributions to EnergyShare, P.O. Box 370, Roanoke Rapids, NC 27870-0370.

A list of participating EnergyShare agency locations is available at:  
[http://www.dom.com/about/community/pdf/energysshare\\_agencies.pdf](http://www.dom.com/about/community/pdf/energysshare_agencies.pdf).

### **About Dominion**

Dominion is one of the nation's largest producers and transporters of energy, with a portfolio of more than 27,500 megawatts of generation. Dominion operates the nation's largest natural gas storage system and serves retail energy customers in 12 states. For more information about Dominion, visit the company's Web site at [www.dom.com](#).

### **About Fiserv**

Fiserv, Inc. (NASDAQ: FISV) is the leading global provider of information management and electronic commerce systems for the financial services industry, driving innovation that transforms experiences for financial institutions and their customers. Ranked No. 1 on the FinTech 100 survey of top technology partners to the financial services industry, Fiserv celebrated its

25th year in 2009. For more information, visit [www.fiserv.com](http://www.fiserv.com).

For more information contact:

**Media Relations:**

Ann Cave  
Senior Public Relations Manager  
Electronic Banking Services  
Fiserv, Inc.  
678-375-4039  
[ann.cave@fiserv.com](mailto:ann.cave@fiserv.com)

**Additional Fiserv Contact:**

Wade Coleman  
Director, Public Relations  
Fiserv, Inc.  
678-375-1210  
[wade.coleman@fiserv.com](mailto:wade.coleman@fiserv.com)