

Our Commitment To You - 2021 Quarterly Comparisons

Performance Ratings

1 = Not satisfied at all; 7 = Completely satisfied

	Goal	Q1	Q2	Q3	Q4
1) How satisfied are you with the product and services you receive?	5.9	6.3	6.2		
2) How satisfied are you with the actions taken by Dominion Energy in response to your call?	5.8	6.2	6.3		
3) How satisfied are you with the Ask-A-Tech technician's overall performance?	6.0	6.1	6.2		
4) How satisfied are you with the overall service technician's performance?	6.3	6.5	6.6		
5) Dominion Energy's overall performance	5.8	6.3	6.2		

Performance Percentages

1) Percentage of emergency calls answered within 60 seconds by an agent.	95%	98.5%	98.9%		
2) Percentage of emergency calls where a company representative is on site within one hour.	95%	96.9%	96.7%		
3) Percentage of billing inquiries requiring investigation that received a response within seven business days.	90%	99.9%	99.9%		
4) Percentage of customer complaints filed with the Public Service Commission (PSC) that received a response within five business days.	100%	100%	100%		
5) Percentage of customers' gas-service requests activated or reactivated within three business days.	100%	100%	100%		

2020 Quarterly Comparisons

Performance Ratings

1 = Not satisfied at all; 7 = Completely satisfied

	Goal	Q1	Q2	Q3	Q4
1) How satisfied are you with the product and services you receive?	5.9	6.1	6.3	6.3	6.3
2) How satisfied are you with the actions taken by Dominion Energy in response to your call?	5.8	5.6	6.1	6.3	6.2
3) How satisfied are you with the Ask-A-Tech technician's overall performance?	6.0	6.3	6.5	6.6	6.3
4) How satisfied are you with the overall service technician's performance?	6.3	6.5	6.7	6.7	6.3
5) Dominion Energy's overall performance	5.8	6.1	6.3	6.3	6.3

Performance Percentages

1) Percentage of emergency calls answered within 60 seconds by an agent.	95%	95.5%	99.1%	82.5%	98.0%
2) Percentage of emergency calls where a company representative is on site within one hour.	95%	93.9%	98.8%	98.0%	98.6%

3) Percentage of billing inquiries requiring investigation that received a response within seven business days.	90%	94.4%	99.7%	99.9%	99.9%
4) Percentage of customer complaints filed with the Public Service Commission (PSC) that received a response within five business days.	100%	100%	100%	100%	100%
5) Percentage of customers' gas-service requests activated or reactivated within three business days.	90%	100%	100%	100%	100%

2019 Quarterly Comparisons

Performance Ratings

1 = Not satisfied at all; 7 = Completely satisfied

	Goal	Q1	Q2	Q3	Q4
1) How satisfied are you with the product and services you receive?	5.9	6.3	6.2	6.3	6.2
2) How satisfied are you with the actions taken by Dominion Energy in response to your call?	5.8	6.3	6.1	6.0	6.0
3) How satisfied are you with the Ask-A-Tech technician's overall performance?	6.0	6.4	6.1	6.1	6.6
4) How satisfied are you with the overall service technician's performance?	6.3	6.7	6.7	6.6	6.6
5) Dominion Energy's overall performance	5.8	6.3	6.2	6.3	6.2

Performance Percentages

1) Percentage of emergency calls answered within 60 seconds by an agent.	95%	99.7%	99.5%	99.6%	99.6%
2) Percentage of emergency calls where a company representative is on site within one hour.	95%	98.2%	97.9%	98.4%	98.4%
3) Percentage of billing inquiries requiring investigation that received a response within seven business days.	90%	96.2%	96.1%	96.0%	96.0%
4) Percentage of customer complaints filed with the Public Service Commission (PSC) that received a response within five business days.	100%	100%	100%	100%	100%
5) Percentage of customers' gas-service requests activated or reactivated within three business days.	90%	100%	100%	100%	100%

2018 Quarterly Comparisons

Performance Ratings

1 = Not satisfied at all; 7 = Completely satisfied

	Goal	Q1	Q2	Q3	Q4
1) How satisfied are you with the product and services you receive?	5.9	6.3	6.2	6.2	6.3
2) How satisfied are you with the actions taken by Dominion Energy in response to your call?	5.8	6.2	6.1	6.0	6.3
3) How satisfied are you with the Ask-A-Tech technician's overall performance?	6.0	6.5	6.5	6.4	6.5
4) How satisfied are you with the overall service technician's performance?	6.3	6.7	6.7	6.7	6.7
5) Dominion Energy's overall performance	5.8	6.2	6.2	6.2	6.3

Performance Percentages

1) Percentage of emergency calls answered within 60 seconds by an agent.	95%	99.5%	99.5%	99.5%	99.3%
2) Percentage of emergency calls where a company representative is on site within one hour.	95%	97.8%	98.1%	97.8%	98.1%
3) Percentage of billing inquiries requiring investigation that received a response within seven business days.	90%	98.3%	98.0%	99.0%	93.0%
4) Percentage of customer complaints filed with the Public Service Commission (PSC) that received a response within five business days.	100%	100%	100%	100%	100%
5) Percentage of customers' gas-service requests activated or reactivated within three business days.	90%	100%	100%	100%	100%

2017 Quarterly Comparisons

Performance Ratings

1 = Not satisfied at all; 7 = Completely satisfied

	Goal	Q1	Q2	Q3	Q4
1) How satisfied are you with the product and services you receive?	5.9	6.3	6.3	6.3	6.3
2) How satisfied are you with the actions taken by Dominion Energy in response to your call?	5.8	6.2	6.3	6.3	6.2
3) How satisfied are you with the Ask-A-Tech technician's overall performance?	6.0	6.6	6.6	6.5	6.5
4) How satisfied are you with the overall service technician's performance?	6.3	6.7	6.7	6.7	6.7
5) Dominion Energy's overall performance	5.8	6.3	6.3	6.3	6.3

Performance Percentages

1) Percentage of emergency calls answered within 60 seconds by an agent.	95%	99.4%	99.4%	99.4%	99.4%
2) Percentage of emergency calls where a company representative is on site within one hour.	95%	98.4%	98.4%	98.2%	98.3%
3) Percentage of billing inquiries requiring investigation that received a response within seven business days.	90%	99.6%	99.8%	99.8%	99.3%
4) Percentage of customer complaints filed with the Public Service Commission (PSC) that received a response within five business days.	100%	100%	100%	100%	100%
5) Percentage of customers' gas-service requests activated or reactivated within three business days.	90%	100%	100%	100%	100%

2016 Quarterly Comparisons

Performance Ratings

1 = Not satisfied at all; 7 = Completely satisfied

	Goal	Q1	Q2	Q3	Q4
1) How satisfied are you with the product and services you receive?	5.9	6.3	6.3	6.4	6.3
2) How satisfied are you with the actions taken by Questar Gas in response to your call?	5.8	6.3	6.2	6.3	6.2
3) How satisfied are you with the Ask-A-Tech technician's overall performance?	6.0	6.6	6.5	6.6	6.5

4) How satisfied are you with the overall service technician's performance?	6.3	6.7	6.7	6.6	6.7
5) Questar Gas's overall performance	5.8	6.4	6.3	6.4	6.3

Performance Percentages

1) Percentage of emergency calls answered within 60 seconds by an agent.	95%	99.2%	99.4%	99.3%	99.3%
2) Percentage of emergency calls where a company representative is on site within one hour.	95%	98.1%	98.8%	98.6%	98.4%
3) Percentage of billing inquiries requiring investigation that received a response within seven business days.	90%	99.9%	99%	99.7%	99.6%
4) Percentage of customer complaints filed with the Public Service Commission (PSC) that received a response within five business days.	100%	100%	100%	100%	100%
5) Percentage of customers' gas-service requests activated or reactivated within three business days.	90%	100%	100%	100%	100%