

## Strategic Underground Program – Lowry’s Testimonial

I remember a big storm with a long outage – I don't remember the name of the storm, although we were out without electricity for 11 days and it washed out roads in the area. It wasn't part of a hurricane; it was part of the 100-year rain we had that came through and flooded Shaco Bottom. There was no fixing it – everybody was doing the best they could on generators. My reaction when I heard about the Strategic Underground Program was great. I had pushed hard to get this through, to get neighbors on board and talk to neighbors. It was really going to be good for us. I knew coming out of a power distribution background at DuPont and safety with DuPont I knew we were going to get more reliable service, so I signed two easements. I signed the initial easement, which I had no problem with. I thought it was very straightforward and then my neighbor wanted a different route to hit the back of his house so they came back and asked me if would I give six more feet and my answer was sure, why not? Miss Utility came in with numerous crews – it was all done very professionally. They marked the septic, water and phone lines and just about everything else they did a good job on. I'm very peculiar about safety and what I saw from the construction crew's end was that they had tailgate meetings about safety, they roped off things and they put up barricades. I was amazed at how the underground drilling was accomplished so efficiently and how accurate it was. They used an indicator to constantly spot where the drill was and how they could bend it three or four degrees to get it into the position they needed. I was very impressed with that and the contractors. They were very proactive and always contacting me along lines of communication and I would say it was full top-drawer – they had a community meeting and a lot of people attended that to bring people up exactly what they were going to do. I think a lot of people wanted the underground service, but they maybe didn't want a transformer sitting in the middle of the yard. I thought that people did a very good job of trying to please people in placing those. I got numerous letters from Dominion explaining what they were going to do. The team leader but and the contractor would constantly come and let us know what was going on. There wasn't a day they worked that the contractor wasn't here. I got to be kind of on a first-name basis with that contact person. Since we went online with the underground service, we have not experienced any outages – it's been really good and really comfortable. I'm on my third generator in 44 years; I hope I never start it again.