

Strategic Underground Program – Ofelia’s Testimonial

The Strategic Underground Program places the most outage prone overhead electric lines underground. The project improves electric reliability for customers and for some reason in this area, I guess because so many old trees and is a wooded area, it became a normal thing for us to lose the electricity during a storm. My reaction was positive from the beginning and then the level of professionalism in all the people that I had contact with impressed me. We were informed all the way through of what it was going to be like. I got a letter telling me that if I needed to talk to someone concerning the process they would be more than happy to come to my house, so I invited some of my neighbors to come to my house and he came and explained the process – showing us the landscape and what it will look like after. We were informed from day one of all the process. The easement was just explaining that we were giving authority to Dominion to do whatever was necessary in order to do the installation of the wires on the ground - a typical easement that you sign. The utility company came and marked all the areas and spray-painted them with different colors according which utility it was – water, electricity, or gas. We had flags all the way to the house, you know my property is so long that the house is placed at the end and the flags went all the way to the end so everybody knew exactly where to dig and knew what was underneath. What I observed from the construction is how well prepared they were because they had to go underneath my driveway. I’m not sure if they were all part of the Dominion crew because they were all polite and friendly. I never had any issue with any of them. They told me that there would be a time that they might have to cut the electricity to the house – the communication was excellent because we always knew what was coming next. They made every possible effort to keep the neighbors informed too. We got letters in the mail we also had people knocking on the door and said mam, I'm going to be on your property for a few minutes. They left door hangers, so you were always informed what the process was all about and what the next steps were. I'm a hundred percent satisfied now underground service. When I hear a storm coming, I just say Alleluia knowing my wires are underground. Since the day it was finished, I have not been without electricity one day. I'm so glad now – I have the peace of mind now that the electrical is underground.