



Work Request #: 10318289  
Service Location: Service Address  
Service CityStateZip

Dear Valued Dominion Customer,

Dominion Energy Virginia is committed to delivering reliable electric service. Now more than ever, we know that access to reliable, stable, competitively priced energy is important to all of our customers. As part of this pledge, we have developed our Grid Transformation Plan, which encompasses many different reliability efforts and investments so that critical infrastructure and facilities are more resilient to help improve overall power quality. One of the reliability efforts within the Plan is our Main Feeder Hardening Program. This Program includes a system-wide approach to identify outage-prone facilities, upgrade them, and implement new construction techniques to harden the grid to better prevent and more quickly recover from power outages.

We are pleased to inform you that the necessary permits and easements have been secured and we are moving forward with the Main Feeder Hardening project in your area. As weather permits, the construction process is as follows:

1. **Scheduling and Site Preparation** – Stakes and flags mark the proposed equipment placement. VA811/Miss Utility and survey crews will place markings showing the existing underground facilities. If you have any concerns with unmarked equipment or private facilities – please let the Project Manager know.
2. **Construction** – Trucks and equipment will be in the area throughout the construction process, weather permitting. We will make every effort to minimize impact and inconvenience to neighbors. Throughout the entire process, safety is a priority. We ask that you keep a safe distance from construction activity and equipment.
3. **Property Restoration** – Restoration is performed throughout the project. Full restoration will occur when construction is complete.

Please be mindful that we are working hard to follow CDC guidelines regarding COVID-19 at this time. As social distancing is still recommended, please refrain from approaching crew members if possible.

You can learn more about Dominion Energy's Grid Transformation Plan and Main Feeder Hardening Program at [DominionEnergy.com/SmartEnergy](https://www.dominionenergy.com/SmartEnergy). We look forward to working with you on this project to improve electric service reliability.

Thank you,

**Robert Farmer**  
Project Manager  
Robert.C.Farmer@dominionenergy.com  
804-694-3025

**Heather Montville**  
Communications Manager  
Heather.N.Montville@dominionenergy.com  
757-788-1016