

Work Request #: <00000>
Project Location: <Service Address>
<City, ST Zipcode>

<Name>
<Mailing Address 1>
<City, ST Zipcode>

Dear <Name>,

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 currently evaluating a project in your area that will improve electric reliability and overall power quality. As mentioned, through this project, we will upgrade existing facilities in the area, which may involve replacing poles, crossarms, overhead wires, and other electric distribution equipment.

This is a long-term process that began with an initial evaluation of the area. The next step of the process is preparation of the preliminary design. In order to accomplish this, a Dominion Energy representative or authorized contractor will need access to the poles and wires located in the area. Every representative and contractor carries an identification badge and will gladly present it to you upon request. However, 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 maintain 6' distance if approaching crew members.

You can learn more about Dominion Energy's Grid Transformation Plan and Main Feeder Hardening Projects at **[DominionEnergy.com/SmartEnergy](https://www.dominionenergy.com/SmartEnergy)**. Please feel free to contact me directly with any immediate questions or concerns. We look forward to working with you on this project to improve electric service reliability.

Thank you,

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