

Dominion Resources Services, Inc.
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March 8, 2012

Mr. Rashad Young
City Manager
City of Alexandria
301 King Street, Suite 3500
Alexandria, VA 22314

Dear Mr. Young:

We appreciated the opportunity to have you meet with our Northern Region leadership team.

You and your staff made quite clear your concerns with the recent duration of streetlight outages.

Here are some changes we have made since January 1:

Added Resources

This includes both field and administrative personnel.

Enhanced On-the-Job Phone Guides

We have improved scripts used by phone center agents to include how-to's for the StreetLight Outage Reporting System (SORS), the inquiry escalation process, identifying public streetlights versus private watch lights, and setting repair timeline expectations for customers.

Improved Our Streetlight Inquiry Escalation Process

As customers call to inquire about streetlight job progress, their calls are referred to a lead phone agent/supervisor within our phone center. If the inquiry cannot be resolved by the lead agent, the lead agent internally refers the customer directly to one of our outdoor lighting specialists.

Implemented Direct Communication Updates to Reporting Citizens

As of March 1, jobs that have aged more than 45 days will trigger a call from our Operations Department to the reporting customer to provide updated information on the progress of the job. (We are also exploring the implementation of automated updates to customers).

Developing Pole Wrap Communication Device

Various-colored pole wraps indicating type of repair required and first response date will be a signal to customers that we have responded to their outage call. As customers report outages, we would inform them of the pole wrap color codes.

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Developed Message That Can Be Used by City Staff to Respond to Citizens

Council members and City staff can include the following message in their newsletters and web pages:

Dominion Virginia Power has a convenient way to report streetlight outages and track the progress of repairs.

Just call the Dominion Customer Service Center at 1-866-DOM-HELP (1-866-366-4357).

The following information will be helpful when reporting a streetlight outage:

- The street address of the nearest house or building
- The streetlight's 9-digit utility pole number, found on a metal plate on the pole.

Your call will generate a Work Request Number. Please provide this number if you call Dominion for an update.

Repair times may vary. Many streetlight outages require more than replacing a bulb. Often, an overhead line or underground cable may need to be repaired or replaced in order to restore the light.

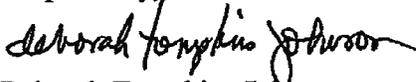
The previous text could also be posted on your Alexandria eNews system.

In addition to restoration of streetlights, we also discussed Carlyle area outages. I am gathering additional information on work done and planned in that area of the City and will forward that information to Mark Jinks.

You might be interested in knowing that following our meeting with you, we went to your emergency operations/fire training center to discuss storm and emergency communications. We have several follow-up items on those topics as well.

Mr. Young, we welcome you to Alexandria. We look forward to continuing our partnership with the City under your leadership.

Respectfully,



Deborah Tompkins Johnson
Manager, Regional, State & Local Affairs

cc: Carolyn Moss, Managing Dir., Mid-Atlantic, State & Local Affairs, Dominion
Phillip Sandino, Director, Customer Solutions, Dominion
Tony Savage, Manager, Distribution Operations, Dominion