

THANK YOU FOR YOUR PATIENCE AND SUPPORT



Doug Buerfien



Paul D. Koonce
Chief Executive Officer
Dominion Virginia Power

Many of us in Virginia endured the wrath of Hurricane Irene well after the record rainfall and tropical-force winds ended.

Irene was the second-biggest weather challenge in our 100-year history. Some 1.2 million customers lost electricity and our system suffered damage in 35,000 locations.

Only 2003's Hurricane Isabel was bigger, when 1.8 million customers lost power.

On behalf of all of us at Dominion — including some retirees who returned for storm duty — as well as the contractors and utility crews from many other states who came to help, I want to say thank you for your patience and support during the power restoration.

Many of you had questions about our storm-recovery effort. Here are answers to some of the most common ones:

How do you decide where to focus first?

Our first priority is to work with police and other emergency management agencies to ensure public safety.

Then we look to restore power to critical services, such as 911 centers, police stations and hospitals.

Then we target repairs that will restore the largest number of customers in the shortest period of time.

Did you make repairs during the storm?

Before the storm, we took action to secure the grid. Then, our workers were in the field until the weather was too severe for them to work safely. Throughout, we worked to



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More than 1,860 power poles from around the service area were destroyed by Hurricane Irene.



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reroute circuits and take other actions to restore service. Once the wind and rain diminished, our crews returned to the field.

Did you make assessments before beginning repairs or start repairs right away?

Both. We repaired damage where we could and made assessments to better plan our response. Much effort at the beginning was focused on assessing damage and preparing for the restoration. But we restored power the moment weather conditions made it feasible.

Did you repair outages around the clock?

Yes. We worked 24/7. Most field crews worked daylight hours, usually 14 hours a day or more during the restoration. We also had crews in the field at night to handle special circumstances. Other employees worked at night to analyze damage reports, organize work for the next day and make sure supplies were replenished.

Why did more customers in Central Virginia lose power than in Hampton Roads?

Although the winds were somewhat stronger near the coast, the tropical-force winds lasted longer in Central Virginia. Also, the tree canopy in this region is generally denser.

Why was my estimated time of restoration changed or inaccurate?

Providing accurate estimated restoration times in a storm the size of Irene proved to be a challenge. The estimates were based on information we had when we assigned crews to a work order. But sometimes we found more damage after the estimate was

established, or we found that there were multiple reasons for the outage and these reasons only later became apparent. We already have started work on making that system better in the future.

How did this storm compare with your expectations?


We prepared for a significant event. More than 7,000 workers were involved in the restoration. Well in advance, we lined up help from as far away as Alabama and Michigan. We also prepared our own crews and gathered supplies so we could respond quickly.

Again, I want to thank you as well as the public safety, public works, emergency management and other personnel involved in the recovery.

Events such as Hurricane Irene are challenging, but they prove the worth of working together for the common good. We hope we do not have to face such a challenge again soon.

But we will be ready if we do.

Sincerely,



Paul D. Koonce



Doug Burdette

More than 7,000 workers were involved in the restoration, including ones from all around the region, such as this Georgia Power crew.

Company plans steps for growing electricity demand

Dominion plans to use a mix of generation, and conservation and load-management programs to meet growing electricity demand over the next 15 years.

The new electricity generation includes natural gas-fired units, and coal-fired units converted to biomass and natural gas.

Electricity demand is expected to increase nearly 30 percent by 2026, even after conservation measures are implemented.

To meet upcoming changes in environmental regulations, Dominion may close the coal-fired Chesapeake Energy Center and one coal-fired unit at the Yorktown Power Station.

A second Yorktown coal-fired unit may be converted to natural gas.

We also may install new air-emissions controls on two oil-burning units that provide power during peak-demand times.

TRANSMISSION RIDER TAKES EFFECT

On Sept. 1, we implemented an SCC-approved annual rate adjustment for the replacement of aging equipment, the addition of new infrastructure and service costs for the regional grid operator.

For a customer using 1,000 kilowatt-hours of electricity each month, the monthly bill increased by \$3.54, to \$112.31.

For more information about Dominion, visit www.dom.com.

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