

Ronald A. Charest
1604 Woodside Drive
Woodbridge, VA 22191
Cellphone: 571-309-7139

December 27, 2021

Robert M. Blue
Dominion Energy
Chair, President and Chief Executive Officer
120 Tredegar Street
Richmond, VA 23261
Corporate Phone Number: 1-804-819-2000

Subject: Cancellation of My Service and Customer Support Response
Dominion Energy Account Number: 4358777557

Robert M. Blue,

I am writing to you, as both a Dominion customer and shareholder, to complain about Dominion's abusive service shut off practices and pitiful customer support.

My wife and I have owned a rental property, serviced by Dominion Energy, for 12 years. This past August we decided to regain possession of this property and make it our primary residence. The tenants moved out effective 1 October 2021. About two weeks prior to their move-out I contacted Dominion customer service to confirm electrical service accounts would be transferred. I was assured the accounts would be transferred upon the tenants move-out and service cancellation, and I was assigned an owner's agreement authorization number of 56145.

My wife and I spent the next ten weeks renovating our property and moving belongings. On the evening of Wednesday, December 15, we went to our new residence expecting to formerly move-in. Upon arrival, we discovered electrical service had been shut off.

About 7:46PM I contacted Dominion customer service. This rep explained I had no Dominion service account and service had been shut off due to non-payment. I was then abruptly transferred to a different number, ostensibly for the purpose of getting my service restored. After allowing the number to ring for several minutes with no answer I hung up and called Dominion customer service back, again.

This second customer service rep again explained I had no account, electrical service was discontinued due to non-payment of the account holder, and no one could help me restore power until normal working hours.

At this point, outside air temperatures were in the low 40s and all our belongings were inside the house. My wife and I were forced into spending the night at a hotel.

Cancellation of My Service and Customer Support Response (Cont'd)

The next morning, Thursday, December 17, at about 8:05AM I called Dominion Energy customer service again. After explaining my situation, the rep explained my power was cut-off due to non-payment of the account holder, which wasn't me. After considerable discussion, the rep agreed to open an account in my name. When I pushed for an answer, the rep acknowledged that my power would "probably" be restored this same day but only because I had received a new digital power meter three days earlier, on Monday December 13. Due to having this digital meter, my power could be restored remotely, without sending out a technician. The rep explained that if the technician had needed to be sent out, I would not have had power restored until the next working day.

During the entire 28-minute call, the Dominion representative displayed no inclination to expedite the restoration process even after acknowledging I was not at fault. In fact, I was lectured about "expressing frustration" over the situation of having power cutoff without my knowledge, due to no fault of mine, in the middle of winter and having to spend the previous night at a hotel.

Power was restored to my property by noon that same day.

To recap: I contacted Dominion Energy in September, prior to reclaiming possession of my rental property, and assured electrical service would be transferred over on 1 October 2021. About ten weeks later my power was shut-off in mid-winter with no warning, leaving my wife and I to stay at a hotel at our expense. Not one of the three Dominion Customer Service representatives I contacted over the next 13 hours made any extra effort to resolve my situation or expedite getting my service restored, even after acknowledging I was not at fault for the shut-off. However, I did get lectured on "expressing frustration" by the third customer service rep I talked with during a 13-hours' time. So, I guess that's something.

I have been a Dominion Energy shareholder for several years. December 15/16 was my introduction to Dominion Energy as a customer. I regret to tell you; I am entirely dissatisfied.

Whether tenants pay or not pay, this is my property and property damages due to loss of power in the middle of winter is my expense, not my tenants. Why, as a landlord, was I not informed of pending electrical service shut-off to my property? If a service technician was able to show up to install a new meter three days earlier, why wasn't a service technician dispatched to physically post notice of imminent service shut-off? Why aren't nighttime customer service representatives able to create service accounts? If electrical service can be turned on/off remotely from a Dominion office, why can't service be turned on during evening hours?

I ask that you consider Dominion Energy's customer service policies and practices and investigate making improvements.

Signed,

Ronald A. Charest
ETCS (SS), USN (Ret)