



<Title> <First_Name> <Last_Name>
<Company_Name>
<Bill_To_Address1>
<Bill_To_Address2>
<Bill_To_City>, <Bill_To_State> <Bill_To_Zip_Code>

<Date>

Dear <Title> <First_Name> <Last_Name>,

Recently, you signed up for a home repair program offered to you as part of a new partnership between Dominion Energy and HomeServe USA. We are contacting you today to clarify this service program.

Here are some important facts about the program that we want to make sure you understand:

1. The coverage you signed up for is optional and your purchase of this service is not required in order to continue receiving your utility service from Dominion Energy Utah.
2. The coverage is from HomeServe USA, our partner in offering home repair service plans, not by Dominion Energy Utah. HomeServe USA is one of the country's leading providers of home repair programs.
3. For customers enrolled in the Gas Line Coverage, the coverage includes repairs to the gas piping from the outlet of the gas meter to the connection of any gas appliance inside or outside of your home. Dominion Energy Utah still maintains the piping from its gas mains, up to and including the gas meter, as it always has.

It is important to note that this letter does not impact your enrollment in your current home repair program(s). If a repair is needed under any active program, simply call the 24-hour repair service number listed in your welcome package or visit www.DECustomerHomeRepair.com for more information. As always, your participation in the home repair program is optional and can be cancelled at any time by calling HomeServe at 1-833-808-6703. If you have any questions or concerns, please visit www.DECustomerHomeRepair.com for more information or call HomeServe at the above number.

Thank you,

A handwritten signature in blue ink that reads "James L. Neal".

James L. Neal
General Manager
Dominion Energy
Enclosures