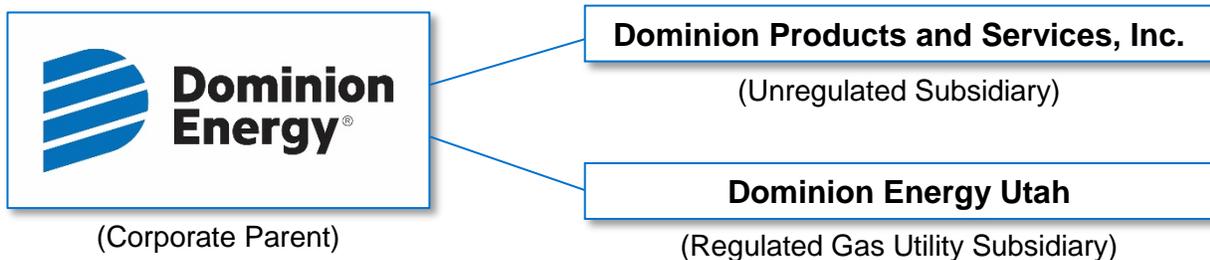<Title> <First> <Last>
<Address>
<City> <ST> <Zip>

<Updated Date>

Dear <Title> <First_Name> <Last_Name>,

Like many Dominion Energy Utah customers, you elected coverage under a new program from HomeServe to help protect yourself from the costs and inconvenience associated with unexpected water line repairs.

Given some public concerns about this program when it was launched in April, the Utah Public Service Commission has directed that a clarification letter be sent to customers who enrolled in a home repair protection plan from HomeServe. In addition, Dominion Energy Utah, Dominion Products and Services, Inc. and HomeServe would like to take this opportunity to further explain our relationship and make sure you are confident in the choice you made to purchase the optional coverage.

To provide context, Dominion Products and Services, Inc. and Dominion Energy Utah are affiliates and subsidiaries of Dominion Energy, Inc., (as illustrated in the diagram below) an energy company doing business in Utah and several other states. Dominion Energy Utah is the gas utility that provides retail natural gas distribution services to residential and commercial customers in Utah. Dominion Products and Services is a separate company from the gas utility. Each of these three Dominion companies uses the Dominion Energy logo, shown in the diagram below.

In 2017, Dominion Products and Services selected HomeServe to offer and administer all of its home repair programs to customers of Dominion Energy affiliates, including Dominion Energy Utah. HomeServe is a separate company and is the administrator of the program in which you enrolled.

As previously noted, the program that you selected[1] covers the costs to repair or replace the main water line from the water shut-off valve on your property to your water utility's responsibility, due to normal wear and tear. Basic homeowners insurance typically doesn't cover damage from normal wear and tear. Your program does not include any water line that branches off the main water service line including for example sprinkler and pool lines. The program does provide you with access to a 24-hour repair hotline, and HomeServe's network of reputable local, licensed and insured contractors to perform services covered by the program.
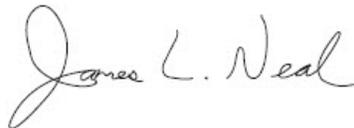
In no way are you required to purchase this coverage – it is completely optional, and your participation does not impact the natural gas service you receive from Dominion Energy Utah. Your specific coverage is from HomeServe, not Dominion Energy Utah or Dominion Products and Services. Dominion Energy Utah provides only the billing services for the home repair programs.

Your coverage is currently active and if you need to make a claim, simply call the 24-hour repair hotline listed in your HomeServe Welcome Package. If, after reviewing this letter, you wish to cancel your service for any reason or if you would like more information about your *optional* coverage, please call HomeServe at 1-833-808-6703 or visit www.DECustomerHomeRepair.com.

Thank you,

Colleen Larkin Bell
Vice President & General Manager
Dominion Energy Utah

James L. Neal
General Manager
Dominion Products and Services, Inc.

Robert Judson
EVP, Customer Experience
HomeServe

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[1] Some customers may have signed up for additional coverage over the phone or via the web that was not included in the initial direct mail campaign.