

DPS Partner Companies

Dominion Affiliate Partnerships

Dominion Virginia Power

Dominion East Ohio

Dominion Hope

Dominion Peoples Gas (prior to sale)

Examples of Utility Partnerships

South Carolina Electric & Gas, affiliate of SCANA

Public Service Company of North Carolina, affiliate of SCANA

Northern Virginia Electrical Co-op

City of Cleveland

City of Buffalo

Duquesne Light

DPS – Home Service Programs

Program	Description
Water Line Replacement	Replacement coverage for external water line failures from utility connection point to home
Sewer Line Repair	Repair coverage for external sewer line failures and clogs from foundation to main line
Gas Line Replacement (PA only)	Replacement coverage for external gas line failures from utility connection point to home
In-Home Electric Repair	Repair service for all customer-owned electrical components including panels, service entry, fuses, receptacles & switches
Surge HELP® (Home Electronics Loss Protection) *	Financial repair and replacement protection for damages resulting from electrical surges and/or over-voltages
In-Home Gas Line Repair	Repair coverage for internal gas line failures within the home
Water Heater Repair & Replacement *	Repair & Replacement service for 30-66 gallon gas and electric water heaters
Heating & Cooling Repair *	Repair coverage for heat pumps, furnaces and central air conditioning systems
In-Home Plumbing Repair	Repair coverage for freshwater supply lines and sanitary wastewater elimination pipes located within the residence
Preferred Restoration *	Premium landscape upgrade for external water, sewer and gas line repairs
* Prices vary by state/territory; Multiple program variations and/or protection limits	

DPS - Customer Satisfaction

Survey* of customers found home protection warranties significantly increased overall CSAT scores for Dominion

	Non Warranty	Warranty Customer	Warranty Customer w/Repair
Overall Satisfaction	8.1	8.6	8.8
A Company You Can Trust	8.2	8.6	9.2
Cares About Its Customers	7.8	8.4	9.0
Positive Reputation in Community	8.2	8.6	9.2
High Quality Products & Services	8.3	8.6	9.1
Value of Having A Warranty	N/A	8.7	9.2

* Alan Newman Research, Richmond, VA

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