

ACTION REQUEST

Date: May 2, 2018

FROM: Public Service Commission (PSC) Due: May 11, 2018*
SUBJECT: Dominion Energy's Gas Line Coverage Letter; Docket No. 18-057-07
(Company Name, Case Number, etc.)

This is a request for the Division of Public Utilities (DPU) to provide analysis, evaluation results, and the basis for conclusions and recommendations regarding the following:

- Review for Compliance and Make Recommendations
- Review Application and Make Recommendations
- Review the Complaint and Indicate whether the DPU has a Recommendation
- Review Notice and Make Recommendations
- Review Request for Agency Action and Make Recommendations
- Respond in Accordance with the Notice of Filing and Request for Comments
- Investigate
- Other – Explanation and Statement of Issues to be Addressed (See Below):

The PSC has become aware of a printed letter that was sent to Dominion Energy Utah's customers with Dominion Energy's name on the letterhead (see attached letter for reference).

Please investigate whether this service offering complies with all applicable statutes, regulations, tariffs, and prior PSC orders.

*In the event the PSC issues an order or notice providing dates for comments and/or testimony in this docket:

- The DPU shall respond consistent with the order or notice;
- The order or notice, including any deadlines, shall supersede and replace this action request; and
- This action request shall be deemed withdrawn.

Reference Number:

Information Regarding Your Gas Line

This letter contains important information regarding the gas line at [REDACTED]. Your gas line and any damage to it, from your utility's responsibility up to each gas appliance in your home, is your responsibility. A gas line breakdown could cost hundreds of dollars in unplanned repair costs.

Repairs due to normal wear and tear to your gas line are not typically covered by basic homeowners insurance. Eligible Dominion Energy customers can now protect their gas line with Gas Line Coverage from HomeServe.

With this *optional* coverage, you will be protected against the cost and inconvenience of gas line breakdowns, including:

- Up to \$8,000 annually (30-day wait period with a money-back guarantee) for covered repairs
- Multiple service calls up to your benefit amount
- 24-hour repair hotline
- Priority service
- Repairs performed by local, licensed and insured contractors
- One-year guarantee on all covered repairs

Take action to protect your gas line for just \$5.49 per month. Complete and return the enclosed form or call 1-833-808-6703. Please respond by May 21, 2018 to accept your coverage benefits.

For fastest processing, visit www.DECustomerHomeRepair.com.

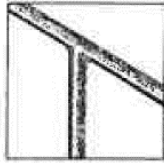
**For fastest processing, go to www.DECustomerHomeRepair.com,
or complete and return the enclosed form with your payment.**

If you smell gas in your home, leave your home and contact your local utility immediately.

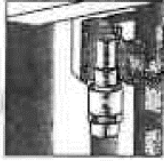
HomeServe USA Repair Management Corp. ("HomeServe"), with corporate offices located at 601 Merritt 7, 6th Floor, Norwalk, CT 06851, is an *independent company separate from Dominion Energy* and offers this optional service plan as an authorized representative of the service contract provider, North American Warranty, Inc., 175 West Jackson Blvd., Chicago, IL 60604. Your choice of whether to participate in this service plan will not affect the price, availability or terms of service from Dominion Energy.

Now it's easy to avoid the frustration and cost of unexpected repairs

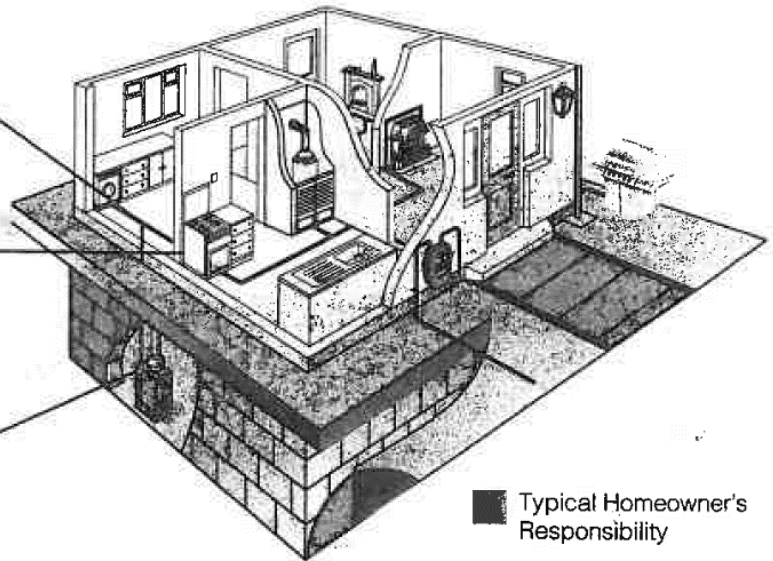
Replace section of natural
gas supply line **\$212**
Plan Members: NO CHARGE*



Repair/replace gas
safety shutoff valve **\$147**
Plan Members: NO CHARGE*



Repair section of pipe
to your furnace **\$382**
Plan Members: NO CHARGE*



■ Typical Homeowner's
Responsibility

*National average repair costs as of January 2016. No charge for covered repairs up to your annual benefit amount.

Gas lines that run to a curbside meter are included in this coverage.

For more information

Visit www.DECustomerHomeRepair.com

Call 1-833-808-6703 | Mon-Fri 8am-8pm | Sat 10am-4pm EST

Important Coverage Information: Eligibility: An owner of a residential single structure, or a unit within a structure, that is not intended to be moved may be eligible for coverage. This includes single family homes (inclusive of manufactured housing), townhomes and apartments. An owner of a single residential structure that includes multiple units may also be eligible. If you own a multifamily residence, you must provide the specific unit mailing address for each service agreement you purchase. If your gas line extends beyond the walls of your home, you must own the land on which the gas line is located. Recreational vehicles and properties used for commercial purposes are not eligible. Your property is not eligible if you are aware of any pre-existing conditions, defects or deficiencies with your gas line prior to enrollment. If your entire gas line is shared with any third party or covered by a homeowners', condominium or like association, then you are not eligible. Benefit Details: Coverage provides, up to the benefit amount, for the covered cost to repair or replace a leaking or broken gas line, for which you have sole responsibility, from your utility's responsibility or external propane tank outlet connection up to and including the connectors to each natural gas/propane appliance on your property, whether inside or outside your residence, up to and including the appliance connectors on the extension gas lines that exit your residence, that is damaged due to normal wear and tear, not accident or negligence. Not covered: Repair and replacement of appliances and fixtures, including fireplaces, fire logs, and fire pits; private gas wells or lines not supplied by a utility; movement or replacement of the meter, unless required by local code and it is directly related and necessary to complete a covered repair; gas pressure regulating devices; and damage from accidents, negligence or otherwise caused by you, others or unusual circumstances. Additional exclusions apply. Making a Service Call: Your plan starts the day your enrollment is processed. There is an initial 30-day waiting period before you can make a service call, providing 11 months of coverage during the first year. Upon renewal/reactivation (if applicable), there is no waiting period. Cancellation: Cancel any time by calling HomeServe at 1-833-808-6703. If you cancel within 30 days of your start date, you will get a full refund (less claims paid, where applicable). Cancellations after the first 30 days will be effective at the end of the then-current billing month, and you will get a pro-rata refund (less claims paid, where applicable.) Renewal: The plan is annual. Unless you cancel, your plan automatically renews annually at the then-current renewal price and is billed monthly through your utility bill.

To see full Terms and Conditions with complete coverage and exclusion details prior to enrolling call 1-833-808-6703 or go to www.DECustomerHomeRepair.com. HomeServe is an independent company, separate from Dominion Energy. If you would prefer not to receive solicitations from HomeServe, please call 1-833-808-6703.

Acceptance Form



Return this entire form in the postage-paid envelope

Confirm Address

Homeowner Information

Please correct name and address information below, if necessary, before submitting.



By providing my e-mail address, I request that I be notified when my current and future service agreements and any related documents are available at www.MyHomeServeUSA.com, and I acknowledge that I can access these documents. I can change my preferences or request paper copies online or by calling HomeServe.

E-mail Address: _____

Phone #: _____

Complete and Sign Below

YES, I want Gas Line Coverage from HomeServe. I authorize the \$5.49 monthly charge, plus applicable taxes, to be included on my Dominion Energy bill. This optional coverage is billed monthly and based on an annual contract that will be *automatically renewed annually* at the then-current renewal price. I can cancel any time by calling 1-833-808-6703. I agree Dominion Energy may provide my data, including my account number, to facilitate the processing of my enrollment and billing under this plan. I confirm I have read the information in this package, understand there are limitations and exclusions, and meet the eligibility requirements for this coverage.


Signature (required)

Please reply by



Reference number

