



<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 program and inform you that billing for the program will no longer be available on the Dominion Energy bill.

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.
3. For customers enrolled in Gas Line Coverage, the coverage includes repairs to the gas piping from the outlet of our 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.

We have recently been directed by the Utah Public Service Commission to no longer include the fees for the program on your Dominion Energy Utah bill, effective [MM/DD/YYYY]. In order to continue receiving the protection provided by the coverage you purchased, it is important that you choose an alternative means of payment.

Therefore, please see the enclosed letter and form which must be completed by you and returned to HomeServe. This form provides convenient payment alternatives for you to maintain uninterrupted coverage. If you do not take action to keep your coverage in effect, your coverage will be cancelled effective [MM/DD/YYYY].

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