

Important information regarding Dominion Products and Services, Inc.



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(2018)





Repair Plans
from HomeServe

<<SAMPLE A. SAMPLE>>
<<MAIL_ADDRESS1>>
<<MAIL_ADDRESS2>>
<<MAIL_CITY, ST ZIP>>

Reference Number:
<<1807SDQJ026xUT4-xxxx>>



Information Regarding Your Fuel Line

This letter contains important information regarding the natural gas line from the meter to each appliance in your home (fuel line) at <<Serv_Address1>>. Your fuel line and any damage to it is your responsibility.

That's why Dominion Products and Services, Inc. has selected HomeServe, a leading provider of home repair programs nationwide, to offer optional Gas Line Coverage to eligible customers. Repairs due to normal wear and tear to your fuel line are not typically covered by basic homeowners insurance. A fuel line breakdown could cost hundreds of dollars in unplanned repair costs.

With this optional coverage, you will be protected against the cost and inconvenience of fuel 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 fuel line for just \$5.49 per month. Complete and return the enclosed form or call 1-833-808-6703. Please respond by <<Month X, XXXX>> to accept your coverage benefits.

For fastest processing, visit www.DECustomerHomeRepair.com.

Sincerely

Robert Judson
EVP Customer Experience
HomeServe

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

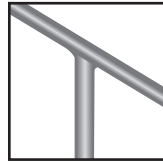
If you smell gas in your home, leave your home and contact your local utility immediately.

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 Utah.

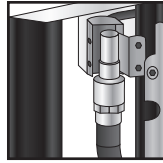
Dominion Products and Services, Inc. is an affiliate of Dominion Energy Utah but not the same company. Dominion Products and Services has partnered with HomeServe to offer home repair plans.

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

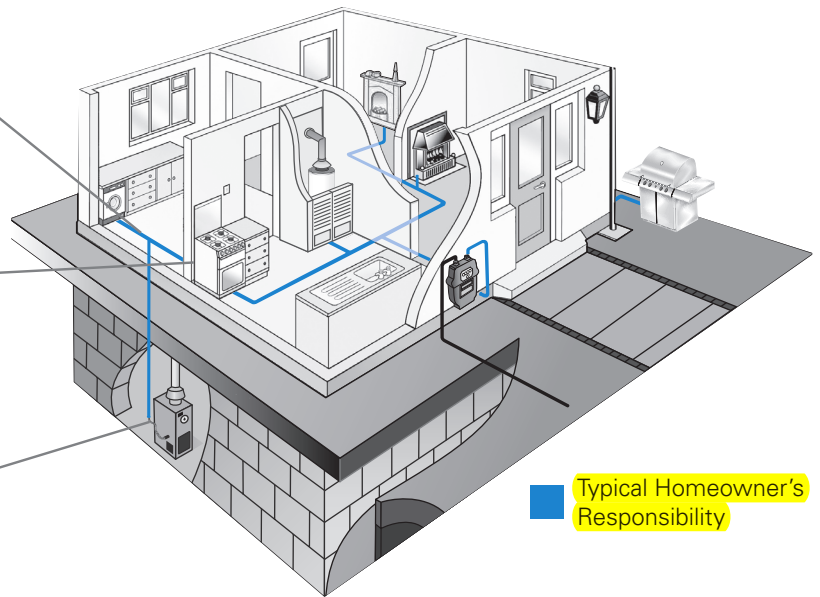
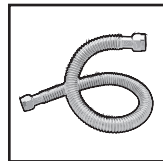
Repair section of natural fuel supply line (up to 25 ft.) **\$722**
Plan Members: NO CHARGE[†]



Repair/replace fuel safety shutoff valve **\$439**
Plan Members: NO CHARGE[†]



Replace flexible fuel connector from shutoff valve to appliance **\$152**
Plan Members: NO CHARGE[†]



Typical Homeowner's Responsibility

[†]National average repair costs within the HomeServe network as of March 2018. No charge for covered repairs up to your annual benefit amount.

The line from the meter and into the house is the homeowner's responsibility. Fuel lines that run to a curbside meter are included in this coverage. **Repair and replacement of appliances are not 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

<<1807SDQJ026xUT4-xxxx>>

Return this entire form in the postage-paid envelope

Confirm Address

Homeowner Information

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

<<Mr. Sample A Sample, Serv_Address1, Serv_Address2, Serv_City, ST Zip>>


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 **Utah** 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 **Utah** 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

<<x/x/xxxx>>

Reference number

<<Customer_No>>

75" - <<MatchbackID>> .25" | <<Mailcode>> .25" | .375"