



As a valued Dominion Energy Utah customer, we are passing along the enclosed information about an affordable coverage plan from HomeServe to help protect you from unexpected home repair costs.

Many customers have expressed frustration when discovering that, as homeowners, they are responsible for repairing the gas fuel lines from the meter up to each gas appliance in their home. Dominion Products and Services, Inc. recognized that one way to help customers minimize these frustrations was to make an optional and affordable repair plan available, and let the customer decide if it's right for them. This should be a customer choice that can protect against some of the costs and hassle of these types of repairs.

In 2017, Dominion Products and Services chose HomeServe as our recommended provider of home repair programs based on their track record of providing quality service to homeowners nationwide and their affordable coverage plan options. With coverage, customers receive access to a 24-hour, 365-day-a-year repair hotline, and covered repairs are performed by local, licensed and insured contractors.

Dominion Products and Services approves the distribution of the enclosed documents by HomeServe.

If you have any questions about the coverage, please call HomeServe toll-free at 1-833-808-6703. For additional information, please visit [www.DECustomerHomeRepair.com](http://www.DECustomerHomeRepair.com).

Sincerely,

A handwritten signature in black ink that reads "James L. Neal".

James L. Neal  
General Manager

Dominion Products and Services, Inc.

***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.***

## Background on partnership between Dominion Products and Services, Inc. and HomeServe

### Why is Dominion Products and Services endorsing a fuel line repair plan program?

- Customers have asked for a solution to the unexpected and often high costs of fuel line repairs. And, many customers are unaware that property owners are responsible for the fuel lines from the meter into their houses.
- Basic homeowner's insurance policies typically do not cover fuel line repairs from normal wear and tear. Check your insurance policy to be sure.

### Am I required to purchase a repair plan?

- No. The plans offered by HomeServe are optional. Dominion Energy Utah does not and will not require its customers to purchase any of these repair plans. Your choice of whether to participate in this plan will not affect the price, availability or terms of service from Dominion Energy Utah.

### Who is paying for the HomeServe mailings?

- Marketing and mailing costs associated with promoting the repair plans through these mailings are paid by HomeServe. Dominion Energy Utah is not paying for any of these marketing expenses for promoting these repair plans. If you would prefer not to receive solicitations from HomeServe, please call 1-833-808-6703.

### How was HomeServe selected?

- Dominion Products and Services, Inc. partnered with HomeServe USA, a leading provider of home repair service plan programs, to offer customers access to a suite of optional home repair service plans. These affordable service plans offered through HomeServe will provide homeowners with coverage that helps protect them from the expense and inconvenience associated with home repairs—connecting them with qualified pre-screened local technicians in a timely manner and providing for the cost of covered repairs or replacements.

### What is the relationship between Dominion Energy Utah and Dominion Products and Services?

- Dominion Energy Utah and Dominion Products and Services are affiliate companies under the Dominion Energy parent brand.

