

| Utah 1st Quarter 2021 Transponder Replacement Progress Report |   |  |
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| Paragraph   | Utah Stipulation  | Status   |
| 6   | The Parties agree for purposes of settlement the Company's transponder replacement program described in the Company's Initial Filing shall be completed on or before September 30, 2020. Should the Company need to extend this deadline, it must apply to the Commission for permission to do so.  | The Company considers the program complete.  |
| 7   | The Parties agree for purposes of settlement that the Company will review each informal complaint received by the Division from a customer whose bill had been estimated, including any such complaints received by the Division prior to the date of this Settlement Stipulation or thereafter. If any such customers received bills for estimates exceeding six consecutive months, the Company will calculate the underbilled amount exceeding six months and, at shareholder expense, refund that amount to the customer. | The Company has identified nine customers whose bills had been estimated for a period exceeding six months and who filed complaints with the Division. A total amount of \$1,192.05 has been refunded to those customers at shareholders expense. See DEU Exhibit 1 of the 4th quarter 2019 report.  |
| 8   | The Parties agree for purposes of settlement that the Commission should impose a \$500.00 penalty upon the Company. No additional penalties will be imposed for Dominion Energy's past actions or inactions identified within this Docket.  | The Company paid the penalty on January 13, 2020. See DEU Exhibit 2 of the fourth quarter 2019 report for detail of payment.   |
| 9   | The Parties agree that the Company will provide quarterly updates to the Commission about the status of the transponder replacement program and the extent of the estimated meter reads on its system. At the conclusion of the replacement program the Company will file a final status report with the Commission notifying the Commission and Parties that the program is complete.  | See DEU Exhibit 14 for detail of the transponder replacement progress. As the exhibit shows, as of March 2021 there are 1,519 meters with no transponder and 836 Elster transponders remaining on the system. The remaining meters with no transponder will continue to be read manually. These meters will be read manually because either the meter location makes it cost prohibitive to install a transponder or due to the location a transponder would not be able to transmit a meter read. See DEU Exhibit 15 for a summary of the estimated meter reads on the system as of March 2021. By Commission rule the Company is required to read a meter within a two month period unless there are access issues. In March there were only 5 meters that had not been read in over two months, all of which were due to access issues. |