



Reference #: 1811SM7JD21EVAZ-7T99

Status:	Reminder
Date:	12/11/2018
Response Requested:	Within 30 Days

00102***ECRWSH**R-070

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REMINDER: Please Reply By January 15, 2019

COVERED PIPE MATERIALS: Cast Iron, Galvanized Steel, Copper, PVC - *all types of pipe material*
ATTN: ~~XXXXXXXXXXXXXXXXXXXX~~

We are following up on our previous communications to remind you about your responsibility and coverage that is available for your water service line.

Because the exterior water line on your property belongs to you, you are responsible for paying for any needed repairs to this line. Your water line may weaken and break over time due to damage caused by normal wear and tear, including aging and ground shifting. Because this line is buried underground on your property a failure is almost impossible to predict. In addition, pipe materials vary by region and date of installation. Materials such as cast iron, galvanized steel, copper and PVC deteriorate at different rates.

Your property at ~~XXXXXXXXXXXXXXXXXXXX~~ is not covered with the Water Line Replacement Program from HomeServe, who has partnered with Dominion Products and Services, Inc., a subsidiary of Dominion Energy, to offer this coverage to eligible customers. Without this *optional* coverage you may be faced with thousands of dollars in bills to replace the line on your property in the event of a breakdown. Receive unlimited service calls with an unlimited annual benefit amount (30-day waiting period with a money-back guarantee). This protection covers all types of pipe material regardless of how old it is. For just \$4.99 per month, you can avoid paying for the costs of covered repairs to your exterior water service line.

IMPORTANT

Take action to help protect your water service line and finances. Complete and return the enclosed form or call 1-833-808-6710.

VISIT: www.DECustomerHomeRepair.com PHONE: 1-833-808-6710	Please Reply By: 1/15/2019
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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, ServicePlan of Florida, Inc., 175 West Jackson Blvd., Chicago, IL 60604. Dominion Energy is not legally responsible for these service plans and your choice of whether to participate in this service plan will not affect the price, availability or terms of service from Dominion Energy Virginia.

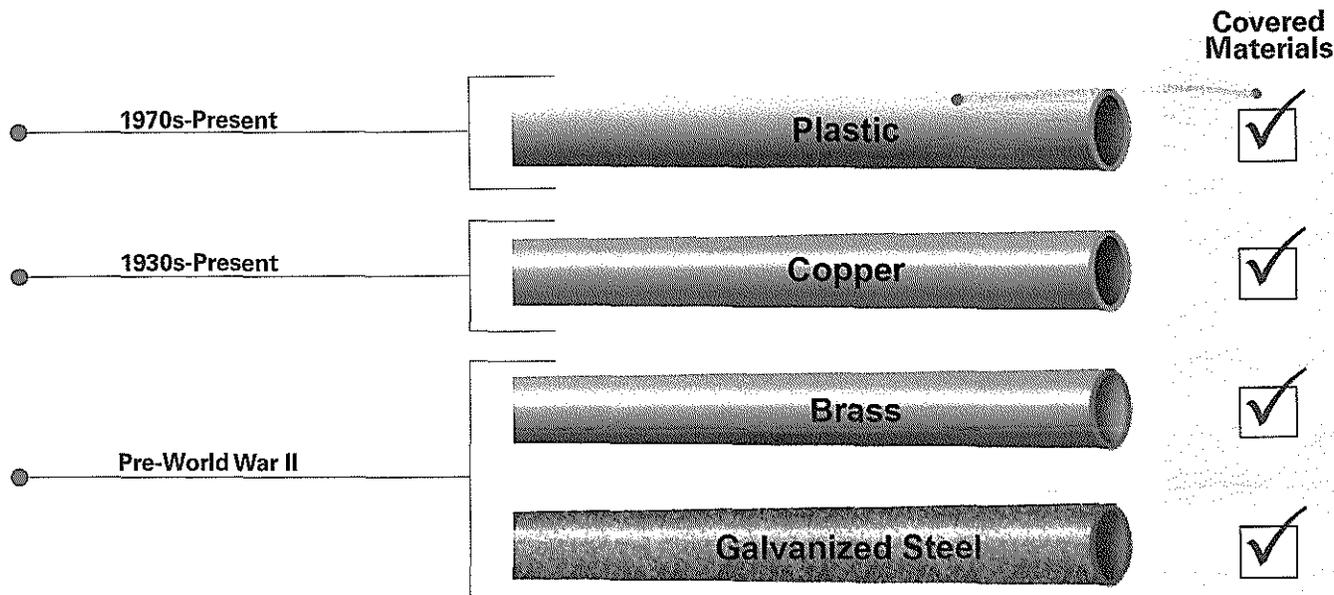
Dominion Products and Services, Inc. is an affiliate of Dominion Energy Virginia but not the same company. Dominion Products and Services has partnered with HomeServe to offer home repair plans.

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COMMONLY USED PIPE MATERIALS

Below are common water service line materials. The material your line is made of depends on when it was installed. Breakdowns can happen regardless of the material, and many factors including aging, corrosion and ground shifting, contribute to water line breakdowns.



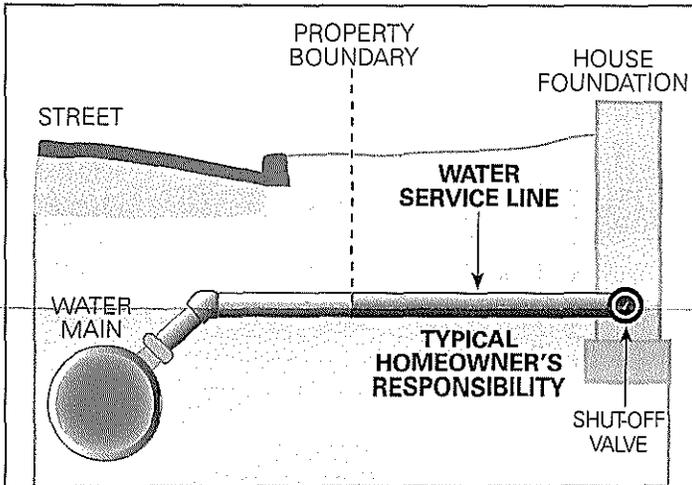
Please Complete and Return the Enclosed Form.

VISIT: www.DECustomerHomeRepair.com | PHONE: 1-833-808-6710

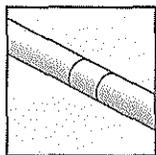
Important Coverage Information: Eligibility: An owner of both a residential single structure that is permanently secured to the ground and the land it is located on may be eligible for coverage. This includes single family homes (inclusive of manufactured housing) duplexes and townhomes. Recreational vehicles and properties used for commercial purposes are not eligible for coverage. Your property is not eligible if you are aware of any pre-existing conditions, defects or deficiencies with your exterior water service line prior to enrollment or if your exterior water service line is more than 500 feet in length. If your entire exterior water service 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 as many service calls as you need for the covered cost to repair or replace a single leaking, low pressure, or blocked exterior water service line, for which you have sole responsibility, from your utility's responsibility to the water meter or main shut-off valve inside your home, that is damaged due to normal wear and tear, not accident or negligence. Not covered: Any water line that branches off the main water service line; shared line that provides service to multiple properties or secondary buildings; line connected to well, cistern or not connected to a water company system; 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 1-833-808-6710. 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 1-833-808-6710 or go to www.DECustomerHomeRepair.com. Dominion Products and Services, Inc. partners 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. Dominion Energy Virginia and Dominion Products and Services are affiliate companies under the Dominion Energy parent brand. HomeServe is an independent company, separate from Dominion Energy. If you would prefer not to receive solicitations from HomeServe, please call 1-833-808-6710.

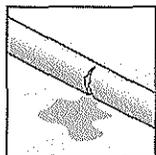
Water service line disruptions: Here's How They May Affect Homeowners



The service line beyond the property boundary may be an additional responsibility of the homeowner, and is included in this coverage.



Replace water service line (26–100 ft.) **\$2,585**
PLAN MEMBERS: NO CHARGE[‡]



Locate, excavate and repair leak **\$798**
PLAN MEMBERS: NO CHARGE[‡]

[‡]National average repair costs within the HomeServe network as of March 2018. No charge for covered repairs. Exclusions apply. See details in accompanying letter.

One of the most common misconceptions regarding water infrastructure is that the utility or the government will take care of the problem if there is a leak on private property, but the homeowner is primarily responsible for the service line that brings fresh water to their home. The bottom line is that homeowners should take steps today to prepare themselves and protect their finances from the costs and damages of water-line related home repairs.

Homeowners are largely unaware that a leak on their own property is likely their responsibility to fix, often at significant cost. 61% of Americans are unaware that they are responsible for the line that runs from the street to their home.¹

Many may mistakenly assume that the damage is covered by their homeowners insurance policy. Most basic homeowners insurance policies do NOT cover water line breaks due to normal wear and tear on a homeowner's property.

The price tag for replacing a water service line averages \$2,500.² Homeowners can take steps today to prepare themselves and protect their water service lines and finances from the costs and damages of water-line related home repairs.

¹Ipsos Public Affairs, 2012.

²Estimate based on national average repair costs within the HomeServe network, March 2018.

