

Strategic Underground Program Customer Testimonials

We've lived here 19 years and throughout that time, we've had several outages. Christmas of 98 we were out 14 days and in Isabel we were out 14. Any time we heard a storm coming we would start preparing because we're on a community well system and the supplier didn't have generators. So, when you lost power, you lost water. We have lived here since 1990 and we have lost our electricity every time the wind blows, or they call for a storm. We moved in late August. Rain hit like a week or two later and we were without power for four days and then – Gaston. It washed out the infrastructure and then we were out of power for over 11 days. We don't know why we were picked be we're just so fortunate that we were chosen. I signed the initial easement which I had no problem at all signing. I thought it was very straightforward - it was very easy. It was really easy to fill out, it was right on time, and it had big bold print you can understand. It had everything highlighted and it gave us a reason why they were doing this. It was all done very professionally. They did very well marking the septic fields, water or phone lines and they did a very good job of marking our utilities. As a matter of fact, they probably went overboard to safeguard everything. Everyone knew exactly where to dig and knew what was underneath. There was never a time I didn't know what was going on and if I did have a question all I had to do is go find the worker and ask more questions. I was amazed at the underground drilling, how efficiently it was accomplished and how accurate it was. There was no big and everybody cleaned up the best they could. Once the grass grew back you couldn't even tell they had been out there. They told me that I would have a transformer and they gave me two or three options and I picked one. It was out of the way and not hard to mow around or anything like that – I was fine with it. They put everything back the way it was, if not if not better with a little grass seeding which always helps – I couldn't tell they had even been here. They left no footprints. Working with the contractors was just like working with the Dominion employees – I really couldn't tell the difference – they all had the same good manners and were professional and friendly. Scott, our Dominion person, was always in contact with us. He came and checked to make sure that people were here, and the holes dug with the backhoe were filled. There was a little round circle of dirt but in a couple of months, it grew over with grass – it was perfect. The communication was excellent because we always knew what was coming next. I received communication from a very nice gentleman and very courteous. He knocked at the door as he was about to put up a door hanger with information as to what date they would be working, what the approximate outage of electricity would be, how many hours they had the blueprints, and the routes laid out. As the project went on, we got letter saying we're going to start on this date – very, very helpful. It's been over a year now with no problems. It's been great since we've got these underground lines – my reliability has been a lot better since we went online with the underground service. We have not experienced any outages - no blips, no nothing. Now that the job's been done, we've had a couple of pretty big storms, you know a lot of rain, a lot of wind, and before they did the project I can guarantee you that we would have not maybe had it out it but our lights would have flickered and would have to go around resetting clocks and everything else. I can honestly say we have not had any of that since the project's been completed.