The Strategic Underground Program is an initiative designed to improve electric service reliability by placing outage-prone overhead electric lines and equipment underground.

Program Highlights

Improved Reliability

- Reduces exposure to weather and trees
- Fewer power outages

Faster Response

- Faster restoration times during weather-related events
- Fewer repair locations

Reduced Impact to Property

- Utilize underground drilling technology
- No project is complete until your property is restored

Communication

- Dedicated Dominion Energy contact
- Committed to communicating project updates

Learn More

DominionEnergy.com/Underground

- Watch videos about the Strategic Underground Program (Customer Testimonials)
- View our Frequently Asked Questions
- Check the status of your project using the Work Request number and zip code

Please scan this QR code with your mobile device to visit **DominionEnergy.com/Underground.**

Contact Us

1-877-306-8292

Customer Feedback

"Cannot say enough good things about planning. Everyone involved was so incredibly courteous, professional, hard working."

— Customer in Fairfax, Va.

"Job well done! Has already prevented four outages due to fallen trees!"

— Customer in Warrenton, Va.

"Our property was a challenge in the underground program. However, the team worked with us to make sure our needs were met."

— Customer in Williamsburg, Va.

"Crew was very professional, so nice when answering any questions, I had. Did a great job leaving property in the same condition. Great job!"

— Customer in Cumberland, Va.

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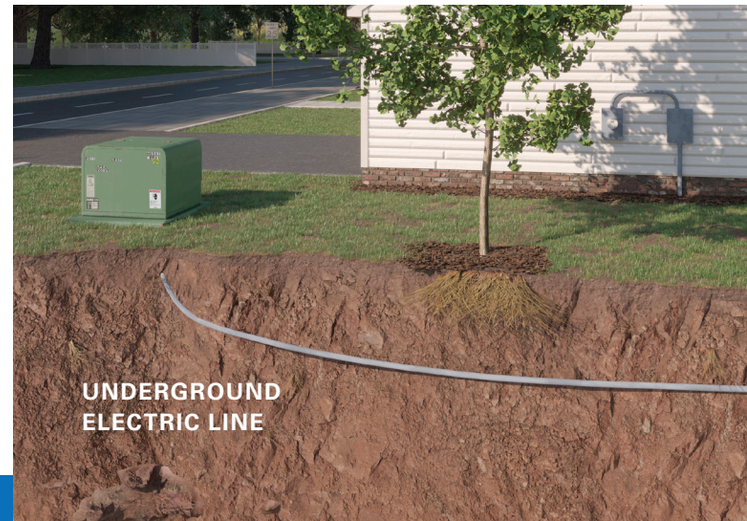
Dominion Energy®

Strategic **Underground Program®**

A stronger distribution system and faster restoration following major storms



What you can expect

There are six stages to the Strategic Underground Program:

1. Evaluation

We use a data-driven process to identify overhead electric lines most susceptible to outages.

2. Design

A Dominion Energy representative will do the following:

- Propose a route for the new underground facilities
- Assess your meter base to determine if a meter base adapter is needed

You may see flags during this stage which helps develop the proposed underground route.

3. Obtaining Easements

We partner with property owners to secure necessary easements along the newly proposed underground route. This process is very important as it provides Dominion Energy permission to install and maintain equipment on the underground route. Without necessary easements, the project may be canceled.

4. Scheduling and Site Preparation

Before construction, we will do the following:

- Send an update informing you of the construction process
- Work with VA811 or NC811 and property owners to identify public and private pre-existing facilities (water, septic, oil tanks, irrigation, etc.) to ensure safe installation. Colored markings and flags will be placed on the property at this time.

5. Construction & Conversion

In most cases, we will use a drilling technology rather than open trenching to reduce impact to your property. Underground cables will be placed in protective conduit.

There will be a planned outage to convert electric service from overhead to underground. The outage date and time will be communicated in advance.

6. Property Restoration

Respecting your property is a priority. Our crews will return to remove any remaining overhead lines and restore your property back to a similar condition.

What's Next?

An authorized contractor will contact you to do the following:

- **Review the preliminary design and proposed equipment locations**
- **Discuss whether an easement is necessary**

Ask our representative or authorized contractor to show their Dominion Energy badge.

Equipment

The following equipment is needed to convert service underground:

Padmount Transformers

- Replace the overhead transformers on the pole
- Sit above ground
- Allow underground connections to be maintained safely
- Average size: 40" wide x 36" deep x 34" high

Pedestals

- Used to extend the underground system
- Sit above ground
- Average size: 23" wide x 15" deep x 18" high

Meter Base Adapters

- Needed if your current meter cannot accept the underground cables
- We work with you to determine the best meter base adapter for your home
- Sizes and configurations vary