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**VIA ELECTRONIC SUBMITTAL**

May 5, 2022

Laura L. Wilborn  
Information Processing Specialist  
Division of Legislative Automated Systems  
Pocahontas Building, Suite W528  
900 East Main Street  
Richmond, Virginia 23219

**Virginia Electric and Power Company's January 8, 2021 Arrears Forgiveness Report**

Dear Ms. Wilborn:

Pursuant to House Bill 5005, Item 4-14 #1c, paragraph 7(j), which required all Phase II Utilities to "submit a report to the Governor, the Chairs of the House Committees on Labor and Commerce and Appropriations, and the Senate Committees on Commerce and Labor and Finance and Appropriations, and the Chair of the Commission on Electric Utility Regulation detailing all actions" taken by such utility to forgive customer balances as specified therein by December 30, 2020, please find a copy of Virginia Electric and Power Company's January 8, 2021 submittal ("January 2021 Arrears Submittal").

Please note that the January 2021 Arrears Submittal was sent by e-mail to the Governor's office, Committee Chairs, and other recipients referenced in the legislation, though a copy was inadvertently not submitted through the General Assembly's DLAS electronic document portal at that time.

Please do not hesitate to contact me if you have any questions.

Sincerely yours,

*/s/ Lauren W. Biskie*

Lauren W. Biskie  
Senior Counsel

Enclosure

cc: Paul Pfeffer, Esq.  
Frank Hinckle  
Scott T. Hazelwood

In accordance with the budget passed during the 2020 Special Session of the Virginia General Assembly, Dominion Energy applied a total of \$127.4 million bill credits to erase past-due customer balances more than 30 days in arrears as of September 30. All credits have been posted to customer accounts and will appear during the current billing cycle. Additional detail is below, and our team stands ready to answer any questions you or your constituents may have.

Pursuant to HB5005, Item 4-14 #1c, below are the actions completed by Dominion Energy Virginia (“DEV”) to forgive customer arrearage:

1. Identified all jurisdictional customer accounts that included balances which were more than 30 days in arrears as of September 30, 2020.
2. Generated and reviewed detailed reports to ensure accuracy.
3. For all eligible customer accounts identified in #1 above, DEV applied forgiveness credits to those balances which were more than 30 days past due as of September 30, 2020.
4. The associated credits were applied in DEV’s customer information system to eligible customer accounts on December 31, 2020.
5. All arrears forgiveness credits will be reflected on the January 2021 billing statements for eligible customers.

Customer Class	Forgiveness Amount	Number of Accounts
Residential	\$ 113,371,955.57	243,966
Commercial	\$ 14,000,033.56	11,133
Industrial	\$ 51,415.72	10
<b>Total</b>	<b>\$ 127,423,404.85</b>	<b>255,109</b>