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VIA ELECTRONIC SUBMITTAL

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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 October 1, 2021 Arrears Forgiveness Report

Dear Ms. Wilborn:

Pursuant to House Bill 1800, Item 4-14, paragraph 7(k), 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 November 1, 2021, please find a copy of Virginia Electric and Power Company's October 1, 2021 submittal ("October 2021 Arrears Submittal").

Please note that the October 2021 Arrears Submittal was sent timely 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

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Enclosure

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

Pursuant to HB1800, Item 4-14, which required Phase II Utilities (Dominion Energy) to forgive “jurisdictional customer balances more than 30 days in arrears as of December 31, 2020”, Dominion Energy Virginia (“DEV”) completed the following actions to forgive customer balances:

1. Identified all jurisdictional customer accounts with balances more than 30 days in arrears as of December 31, 2020.
2. Generated and reviewed detailed reports to ensure accuracy.
3. For all eligible customer accounts identified, DEV applied forgiveness credits to those balances which were more than 30 days in arrears as of December 31, 2020.
4. The associated credits were applied in DEV’s customer information system to eligible customer accounts on May 29, 2021.
5. All arrears forgiveness credits were reflected on the June 2021 billing statements for eligible customers. In other words, all balances more than 30 days in arrears as of December 31, 2020, were forgiven and wiped clean.

The Company remains committed to helping customers who are struggling to pay their electric bill due to the pandemic. We have flexible payment arrangement plans up to 24 months and billing assistance options available. In addition, the Company is working closely with the Department of Social Services to identify vulnerable customers who meet the eligibility requirements in the recent law to extend the moratorium on disconnection for nonpayment through February 2022.

Please refer to the table below summarizing the total jurisdictional customer account balances forgiven:

Arrears Forgiveness 12/31/20		
Using the Arrears Extract		
	Amount	# Accounts
Commercial	\$8,232,614.64	11,707
Industrial	\$39,814.89	5
Residential	\$68,802,507.82	260,298
Grand Total	\$77,074,937.35	272,010