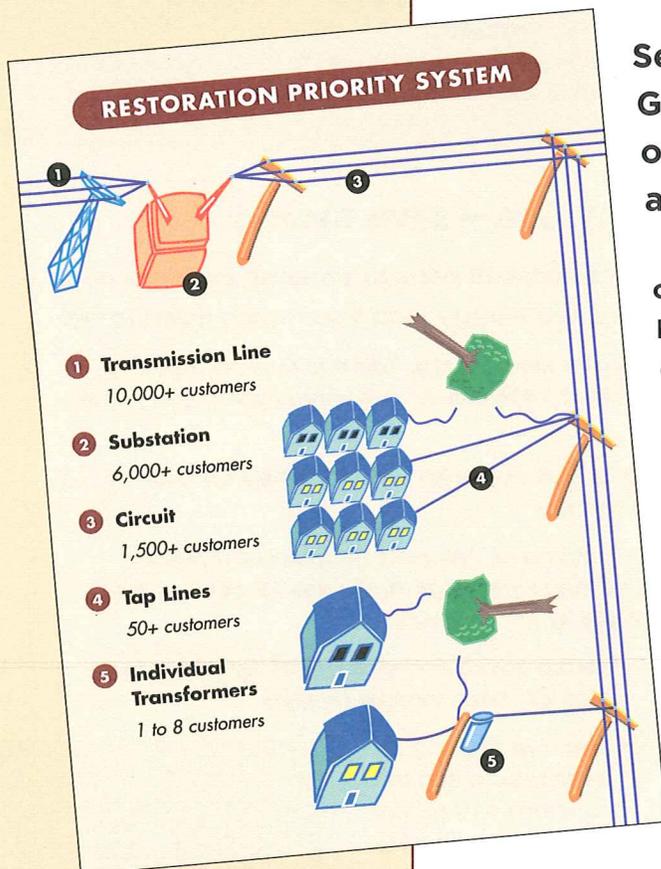


CUSTOMER CONNECTION



WHEN STORMS HIT HOW WE HANDLE OUTAGES

Kevin Mah



September is notorious for hurricanes. Gaston, Isabel and Dennis are but a few of the storms that made September appearances to our shores in recent years.

With high winds and downed trees come power outages. When there are outages, we at Dominion North Carolina Power do what we can to restore electricity to all customers as quickly as possible.

Our goal is to safely restore power to the greatest number of customers in the shortest amount of time. To do that, we first repair damaged transmission lines, then substations, circuits, tap lines and finally individual transformers.

Of course, critical facilities, such as hospitals and emergency centers, receive top priority for service restoration.

If your lights go out during a storm, call our voice-response system toll free at **1-888-667-3000**. You will be asked to enter the phone number of the service location.

The system automatically records the "lights out." Once the outage cause and the estimated restoration times are known, the system also provides that information.

For a look at Dominion's electric outage map, visit www.dom.com. Keyword: **outage**.



Online safety for kids

On the Dominion Web site, *Electrical Safety World* uses information, experiments, games and activities to teach children electrical science and safety.

Visit www.dom.com.

Keyword:
safety world.



Customer service inquiries:
www.dom.com or 1-888-667-3000

Maintaining rights of way

We want reliability, but we also know that vegetation near power lines is important to the appearance of homes and communities — and to the environment.

Our program to manage vegetation along rights of way is efficient and environmentally responsible.

We use contractors who follow guidelines established by the National Arborist Association and the American National Standards Institute for pruning or removing trees, mowing brush and applying herbicides.

Herbicide use represents only one part of our rights-of-way maintenance, but it is important in controlling maintenance costs.

We use low-volume foliar

herbicide applications during spring and summer months, and stump treatments on both cut brush and trees year-round.

Stump treatments eliminate resprouting of trees and help reduce maintenance.

The herbicides we use are EPA registration numbers:

- 62719-40-ZB — Garlon 4
- 241-346 — Arsenal
- 524-326 — Accord
- 241-398 — Stalker
- 352-395 — Kenite

These herbicides are used only in small quantities and are applied by state-certified applicators.

Customers with special concerns — organic farmers, for example — can get a material safety data sheet on the chemicals we use by visiting www.dom.com.
Keyword: **MSDS**.



Leave power lines alone

Sometimes during severe storms, power lines are knocked to the ground.

Please know that a power line on the ground may not appear to be energized.

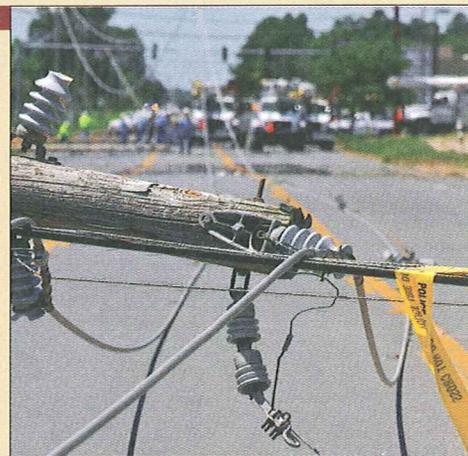
Though it may not spark, always assume a power line is live and dangerous.

Never touch a downed line.

Remember also that electricity can travel through objects touching a power line. So don't touch anything in direct contact with a power line, including a car, a tree or even another person.

Never drive a car or bike over a downed power line. Don't try to move downed lines with a broom, board, tree limb or other metallic or non-metallic material.

Stay safe. Stay away from downed power lines. And if you see a downed line, call **1-888-667-3000** right away.



Control energy use — save money

Lighting accounts for about 15 percent of home energy use. You can save money and energy with your home lighting by:

- **Switching off lights you aren't using. There is no advantage to leaving an incandescent lightbulb on in a room even if you return in a few minutes.**
- **Using task lighting so that activities can be carried on without illuminating entire rooms.**
- **Replacing halogen lamps with compact fluorescent lamps in torchieres. Compact fluorescent lightbulbs use 75 percent less energy and do not get as hot as halogens.**
- **Taking advantage of daylight by using light-colored, loose-weave curtains.**
- **Cleaning lighting fixtures regularly. Dust on lamps and reflectors impairs lighting efficiency.**
- **Using dimmer switches or timers on lights.**
- **Using three-way lamps. They make it easier to keep lighting levels low when bright light is not necessary.**



For more information about Dominion, visit www.dom.com.
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