

Subject: DEO Meter Reading Stoppage

Effective: Monday, March 23rd through Tuesday, May 5th (or until further notice)

In light of the COVID-19 pandemic, Dominion Energy Ohio (DEO) continues to monitor and respond to CDC guidance, as well as making necessary operational changes to ensure that the safety and well-being of DEO's customers and employees remains the top priority. To help promote safe operations and limit the spread of COVID-19, beginning this past Monday, March 23rd, DEO has stopped reading customer meters billed out of our low-pressure CCS billing system (13-digit account numbers). Thus, DEO will estimate customer bills during this time and plans to return to reading all accounts beginning with cycle 1 on Wednesday, May 6th; however, DEO reserves the right to modify this plan due to the ever changing COVID-19 pandemic.

Any of the CCS traditional transportation accounts (13-digit account numbers) that should have been read during this stoppage will not bill for the month. A plan is being developed to begin reading our high-pressure accounts billed out of our SBS billing system (5-digit account numbers), along with CCS traditional transportation accounts (13-digit account numbers).

As always, DEO's Transportation Services representatives are available to assist customers and can be contacted at eog_trans_serv@dominionenergy.com. In addition, end-use customers can contact your Account Manager if you have any questions or need assistance. We appreciate and value your business and stand ready to serve you through this uncertain time.