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Feb 10 2020

February 10, 2020

VIA ELECTRONIC FILING

Ms. Kimberley A. Campbell, Chief Clerk
North Carolina Utilities Commission
Dobbs Building
430 North Salisbury Street
Raleigh, North Carolina 27603

Re: *Docket No. E-100, Sub 161*
Commission Rules Related to Electric Customer Billing Data

Dear Ms. Campbell:

Enclosed for filing in the above-referenced proceeding, please find Virginia Electric and Power Company's, d/b/a Dominion Energy North Carolina, Initial Comments of Dominion Energy North Carolina.

Should you have any questions, please do not hesitate to contact me. Thank you for your assistance in this matter.

Very truly yours,

/s/E. Brett Breitschwerdt

EBB:kjg

Enclosure

**STATE OF NORTH CAROLINA
UTILITIES COMMISSION
RALEIGH**

DOCKET NO. E-100, SUB 161

BEFORE THE NORTH CAROLINA UTILITIES COMMISSION

In the Matter of	
Commission Rules Related to Electric) INITIAL COMMENTS OF DOMINION
Customer Billing Data) ENERGY NORTH CAROLINA

NOW COMES Virginia Electric and Power Company, d/b/a Dominion Energy North Carolina (“DENC” or the “Company”), pursuant to the North Carolina Utilities Commission’s (“Commission”) February 4, 2019 *Order Requiring Information, Requesting Comments, and Initiating Rulemaking* (“Order”) issued in the above-captioned docket, and hereby submits comments for the Commission’s consideration supporting proposed modifications to the Commission’s rules addressing electric utility customer billing information, as well as procedures for customers to access their usage and other customer data collected by the Company in its provision of electric service (“customer data”). Through these comments, DENC supports a significantly expanded rule framework to ensure the Company’s customers have a clear understanding of (i) their bills for electric utility service, (ii) information collected by the Company in its provision of electric utility service, and (iii) the procedures by which customers and, where authorized by customers, third parties can access customer data while also ensuring such information is appropriately protected from unauthorized disclosure.

Since the Commission issued the Order, Company personnel have engaged in a number of discussions with the Public Staff and Duke Energy Carolinas, LLC, (“DEC”), and Duke Energy Progress, LLC (“DEP” and, together with DEC, “Duke”) regarding

reasonable and appropriate revisions to the Commission's existing regulations addressing these customer data and billing-related issues. DENC is supportive of the draft rules R8-7, R8-8, and R8-51 sponsored by the Public Staff subject to certain notable exceptions discussed further in these initial comments. Therefore, the Company is not sponsoring separate proposed rules at this time. DENC reserves its right to address the specific provisions of the Public Staff's or other parties' proposed rules in reply comments to be filed at a later date.¹

I. Introduction and Background

On January 16, 2019, the Public Staff filed comments in Docket No. E-100, Sub 157 highlighting, among other things, the need for rules to (1) safeguard disclosure of customers' personal and energy consumption data in light of the changing landscape brought on by the deployment of smart meters; and (2) ensure that customers understand their energy data, how it is used to develop their bill and, in certain circumstances, made available to third parties. The Public Staff urged the Commission to initiate a rulemaking to address these issues, including by establishing rules to provide customers and authorized third parties access to customer data, while at the same time ensuring that customers' personal and energy consumption data is protected from unauthorized disclosure. In particular, the Public Staff highlighted the need to (1) establish a definition of "customer data;" (2) identify who should have access to that data; (3) describe how access should be granted; (4) set forth customer data protections, including liability for

¹ While the Order does not expressly provide for the filing of reply comments (or any further procedural schedule on rules to be promulgated by the Commission), the Company respectfully requests that the Commission establish a further procedural schedule subsequent to parties filing initial comments in order to provide DENC and other interested parties an opportunity to respond to draft rules and other filings made in this docket.

parties who breach the confidentiality of data; and (5) determine responsibility to pay for such access. The Commission found that the scope of the requested rulemaking procedure would “implicate policies and parties well beyond the current scope of Docket E-100, Sub 153,” and, accordingly, opened the instant docket for the purpose of initiating a rulemaking regarding customer data issues.

The Commission’s Order set April 15, 2019 as the deadline for parties to intervene and file initial comments and/or proposed rules; however, at the request of Public Staff, the Company and other parties, the Commission subsequently extended the period for parties to file comments and/or proposed rules in order to enable interested parties to engage in informal discussions prior to the filing of comments and/or proposed rules.

Throughout this extension period, DENC has worked diligently to assess its current policies, procedures, and capabilities with respect to customer data issues and, concurrently, engaged with Duke and the Public Staff to identify key issues and provide feedback on the Public Staff’s draft proposed rules. DENC understands the Public Staff’s proposed rules will reflect input received from the utilities and other intervenors, alike. DENC generally supports the Public Staff’s draft proposed rules R8-7, R8-8, and R8-51, and believes that they reasonably address the five core issues initially identified in the Public Staff’s prior comments submitted in Docket No. E-100, Sub 153 on the topic of customer data access. The Public Staff’s draft rules also align with the Company’s goals to ensure customers can access, use, and understand their own data in a secure manner. The remainder of DENC’s comments address how the proposed rules address the five core topics previously identified by the Public Staff as well as the outstanding concerns

the Company has with respect to the Public Staff's prospective amendments to certain Sections of Rule R8-51 proposed to become effective January 1, 2022.

II. Comments in Support of Public Staff Proposed Rules R8-7 and R8-8 Addressing Customer Information and Billing Procedures

DENC supports the Public Staff's proposal to significantly expand rules R8-7 and R8-8 in order to provide additional guidance and clarity on the type of customer usage information a utility collects in the provision of electric utility service and to prescribe how that information should be provided to customers on their bills. The Company believes that the expanded provisions of these rules—such as subsection (a) of Rule R8-8 detailing specific information to be included on all customer bills—further the intent of current rules R8-7 and R8-8 and allow for greater clarity for customers and precision for the utilities in detailing the information to be provided on customer bills. Moreover, the Public Staff's proposed rules also proactively seek to leverage the benefits of new metering and billing technology, once such technology is in place, to inform customers that “they may request from the utility a rate analysis of applicable rate schedules upon establishing a sufficient usage history at a premise.” *See* Public Staff proposed rule R8-7(c). Overall, DENC supports the Public Staff's proposed rules R8-7 and R8-8, as they provide customers with more clarity as to their energy usage and provide DENC and other utilities more guidance on how to collect and present customer data on the bills.

While DENC fully supports the revisions to rules R8-7 and R8-8 sponsored by the Public Staff, the Company notes that change to customer bill templates will take some time to accomplish. Therefore, DENC requests the Commission provide that these rules will become effective no earlier than 90 days after a final Commission Order in this proceeding.

III. Comments in Support of Public Staff Proposed Rule R8-51 Addressing Customer Data

Existing rule R8-51, established in 1981, provides a simplified procedure for customers to request past billing and usage data over a historical 12 month period. DENC has complied with these existing requirements, while, over time, also evolving the Company's practices and procedures to ensure that a reasonable process exists to provide interested customers with greater access to their customer data. Today, DENC customers can access their data through a customer portal on the Company's website, by phone, or they can request copies of up to 18 months of past billing statements or usage data for their account be provided electronically, via fax or by regular mail.² The Public Staff's proposed R8-51 aligns with DENC's objective to ensure customers can access, use and understand their own data while providing it in a user friendly and secure manner.

A. *Customer Data Definition and Protections – Public Staff's Proposed Rules Conform to DENC's Code of Conduct*

DENC has historically adopted and implemented robust policies and procedures to safeguard and protect its customers' personal and consumption-related data. The Company's current policies and procedures are also governed by its "Code of Conduct Governing The Relationships Among Dominion Energy North Carolina, Public Service Company of North Carolina, Inc., Their Affiliates, and Their Nonpublic Utility Operations" (the "Code of Conduct"), which was approved by the Commission on November 19, 2018 as part of the Commission's Order approving the merger of

² The Company's December 13, 2019 *Compliance Filing* in Docket No. E-100 Sub 157 ("December 2019 SGTP Compliance Filing") provides additional detail as to the type of customer data currently available to customers and the methods by which customers can access that data.

Dominion Energy, Inc. and SCANA Corporation.³ As explained in Section II of the Code of Conduct, the document establishes “minimum guidelines and rules” that apply to the relationships, transactions, and activities involving the public utility operations of DENC and its affiliates. Of particular relevance to the instant docket, Section III.A.2 of the Code of Conduct addresses the disclosure of “Customer Information”—which is defined to mean “[n]on-public information or data specific to a Customer or a group of Customers, including, but not limited to, electricity consumption, natural gas consumption, load profile, billing history, or credit history, that is or has been obtained or compiled by DENC or PSNC in connection with the supplying of Electric Services or Natural Gas Services to that Customer or group of Customers”⁴—and sets forth a number of safeguards intended to protect such information.

For example, Section III.A.2.b provides that “Customer Information shall not be disclosed to any Affiliate or non-affiliated third party without the Customer’s consent, and then only to the extent specified by the Customer” and requires the customer to sign a consent form before DENC may release any customer information. Moreover, Section III.A.2.g requires DENC to limit its own employees’ ability to access Customer Information by taking steps to store the information in a manner that can be accessed only by authorized employees. In the event Customer Information is improperly disclosed, Section III.A.2.k requires DENC to report the disclosure to the Commission

³ *Order Approving Merger Subject to Regulatory Conditions and Code of Conduct*, Docket Nos. E-22, Sub 551, G-5, Sub 585 (Nov. 19, 2018) (“Merger Order”).

⁴ Code of Conduct at § I. “Customer” is defined as “Any retail electric customer of DENC in North Carolina and any Commission-regulated natural gas or natural gas transportation customer of PSNC located in North Carolina.”

and describe, among other things, the steps taken to mitigate the effects of the disclosure and prevent future occurrences.

DENC takes compliance with its Commission-approved Code of Conduct seriously and has implemented rigorous internal processes to ensure they are followed and that its customers' usage data and other private, personal information is appropriately protected. Unsurprisingly, one of DENC's chief goals with respect to the instant rulemaking proceeding is to ensure that any new rules adopted by the Commission do not conflict with its Code of Conduct or create unnecessary ambiguity therewith.

After analyzing the Public Staff's proposed rules and engaging in further discussions with the Public Staff and Duke, DENC believes that the proposed rules' definition of "Customer data" conforms with the Company's Code of Conduct and does not create any unnecessary ambiguity. The Public Staff's proposed rules define "Customer data" as "non-public retail customer-specific data or information, excluding personal information, that has been obtained or compiled by an electric public utility in connection with the supplying of Commission-regulated electric power [and related services]."⁵ See Public Staff proposed rule R8-51(a)(2). Customer data broadly includes information collected from the customer's electric meter and maintained by the utility for billing purposes, customer-specific energy usage data, information about a customer's participation in utility-sponsored programs, and any other non-public customer-specific information related to the customer's electricity consumption, load profile or billing history. *Id.* This definition of customer data proposed in rule R8-51 aligns with the Code

⁵ Importantly, the Public Staff's proposed definition of "Customer data" excludes personal information as defined at N.C. Gen. Stat. § 14-113.20, which includes information such as a customer's social security number.

of Conduct's definition of Customer Information and, as a result, avoids any undue friction with the Company's current regulatory requirements relating to classification of customer data.

B. *Access to Customer Data – The Public Staff's Proposed Rules Provide a Clear Process and Reasonable Access to Customer Data while Acknowledging DENC's Evolving Capabilities*

The Company believes that the Public Staff's proposed rule R8-51 strikes an appropriate balance between providing customers reasonable access to their data while both adequately protecting customer data and not placing an undue burden on DENC. Rule R8-51(b) acknowledges that a "utility shall protect customer data ... to maintain the privacy of its public utility customers, while providing those customers reasonable access to their own customer data." The proposed rule also enables customers to "provide consent for disclosure of its customer data to a third party, including a transparent process for customers to authorize third parties to access customer data. See Public Staff proposed rule R8-51(b)-(c). The proposed rule further provides that a utility "may not disclose customer data to any third party without the customer's consent" while also imposing robust notice requirements to inform customers regarding the process of consenting to the disclosure of customer data. See Public Staff proposed rule R8-51(c), (f). Subsections (g) and (h) then establish a customer consent process to enable disclosure of customer data to a third party. See Public Staff proposed rule R8-51(g), (h).

The Public Staff's proposed rule also appropriately recognizes that customer data can only be provided that is "commensurate with the meter or network technology used to serve the customer." See Public Staff proposed rule R8-51(d). While the Company believes that its current practice with respect to providing access to customer data meets

or exceeds the needs of its customer, DENC is also engaged in a variety of longer-term initiatives that will ultimately increase both the amount and type of data available to DENC's customers. For example, DENC has not yet implemented deployment of advanced electric metering infrastructure or "AMI" on a widespread basis in its North Carolina service territory. Smart meters equipped with AMI technology will enable DENC to record energy consumption data more frequently and to collect more detailed energy usage information. In addition, DENC is currently seeking regulatory approval in Virginia to deploy a new customer information platform ("CIP").⁶ The new CIP along with deployment of AMI will enable the Company to enhance the customer experience by modernizing the relationship, providing better information, and delivering value to customers.⁷ Deploying the CIP and installing AMI meters in North Carolina represent significant threshold technology investments that will enable the Company to meet evolving customer experience expectations, which includes the ability to collect and provide customer data to customers under the proposed rule.

Importantly, with respect to the Public Staff's proposal to expand the requirements to retain customer data, proposed rule R8-51(d) requires utilities to maintain "at least 24 months of customer data in sufficient detail to assist customers in understanding their energy usage." *See* Public Staff proposed rule R8-51(d). Today, DENC's standard business practice is to retain and make available to customers 18 months of customer billing data in a format that is accessible, viewable, and, for interval

⁶ *See Petition of Virginia Electric and Power Company for approval of a plan for electric distribution grid transformation projects pursuant to § 56-585.1 A 6 of the Code of Virginia, and approval of an addition to the terms & condition applicable to electric service*, Case No. PUR-2019-00154 (filed Sept. 30, 2019).

⁷ Both of these investments are currently under consideration in the Company's Application to the Virginia State Corporation Commission for the Grid Transformation Plan, filed in docket PUR-2019-00154.

data, downloadable by the Company's customers. The Company is generally supportive of making the technology investments to retain and make available 24 months of usage and billing data for its customers; however, until its AMI and CIP rollout is complete, this requirement would be overly burdensome and not practicable to implement at scale. The Public Staff acknowledged these concerns during recent stakeholder discussions and has agreed to support a waiver for DENC regarding this customer data retention requirement until the Company has completed the CIP initiative. Consistent with proposed subsection (f), DENC will post on its website and provide in writing upon request information regarding the Company's current technological and data capabilities to provide customer data to customers and third parties. See Public Staff proposed rule R8-51(f).

C. *How Access Should Be Granted – The Public Staff's Proposed Rules Provide A Consent Process for Customers to Authorize Access to Customer Data*

The Company's Code of Conduct provides several ways for customers to grant access to or disclose their customer information. Sections III.A.2.b-c allows customers to consent to disclosure of their information to affiliates of DENC, DENC's nonpublic utility operations, and non-affiliated third parties by means of written, electronic, or recorded verbal authorization. DENC also provides customers a standardized consent form⁸ that customers can designate certain authorized third parties to gain access to their customer information. In addition to designating certain authorized third parties, the consent form also allows customers to select several options regarding how long such authorization lasts ranging from one day to three years.

⁸ This standardized consent form was most recently filed with the Company's December 2019 SGTP Compliance Filing.

The Company believes the Public Staff's proposed rules align with the Company's Code of Conduct in terms of the process by which customers may grant third parties access to customer information. The Public Staff's proposed rule provides that a "utility shall not disclose customer data to a third party unless the customer submits a paper or electronically-signed consent form." *See* Public Staff proposed rule R8-51(g). Customer consent is only valid "to the extent provided for by the customer and shall be ongoing until affirmatively rescinded by the customer." *Id.* Consistent with the process for term limited consent prescribed in the Public Staff's proposed rule R8-51(i)(3), the Company's current customer consent form allows customers to specify the extent to which their information should be disclosed as well as provides for ongoing authorization to disclose customer data for the term selected by the customer. The customer consent form requirements listed in the Public Staff's proposed rules R8-51(i)(1)-(5), including the term of the consent and a description of readily-available data elements requested, also align with the requirements of DENC's Code of Conduct. As a result, if the Commission adopts the Public Staff's proposed rules, the Company can efficiently comply with these new requirements.

D. *Customer Data Protections & Liability for Breaches – The Public Staff's Proposed Rules Appropriately Protect Customer Information While Limiting Utility Liability for Third Party Disclosures*

DENC is committed to maintaining industry best practices and standards to protect the privacy and security of customers' data. In 2019, the Company formally established a Regulatory Compliance group under the General Counsel to provide governance and oversight for a variety of regulatory compliance matters. Privacy is a primary focus of the Regulatory Compliance group.

The Code of Conduct generally supports data privacy and security initiatives by requiring the Company to “take appropriate steps to store Customer Information in such a manner as to limit access to those persons permitted to receive it and shall require all persons with access to such information to protect its confidentiality” and sets forth limitations on Company employees with access to customer information. The Public Staff’s proposed rule R8-51 similarly provides that DENC “shall protect customer data, in its possession or control, to maintain the privacy of its public utility customers, while providing those customers reasonable access to their own customer data.” *See* Public Staff proposed rule R8-51(b). The Company believes the Public Staff’s rule appropriately recognizes the critical importance of maintaining the privacy and security of customer data.

In addition to the Company’s high standard of care on the front end to protect customer information, the Code of Conduct sets forth a remedial framework in the event of a disclosure. For example, Code of Conduct Section III.A.2.k requires that if an inappropriate disclosure of customer information occurs, the Company shall “promptly file a statement with the Commission describing the circumstances of the disclosure, the Customer Information disclosed, the results of the disclosure, and the steps taken to mitigate the effects of the disclosure and prevent future occurrences.” The Public Staff’s proposed rule similarly requires DENC to notify the Commission in the event that an unauthorized disclosure of customer data occurs. *See* Public Staff proposed rule R8-51(b).

Notably, the Public Staff’s proposed rule also reasonably focuses on limiting a utility’s liability following an authorized disclosure of customer information. The Public

Staff's proposed rule provides that "[n]othing in this Rule shall be construed to impose any liability on a utility or any of its directors, officers and employees, relating to disclosures of customer information when ... 2) a customer discloses or authorizes the utility to disclose or provide access to its customer data to a third party." *See* Public Staff proposed rule R8-51(o). This proposed language recognizes the broader customer data privacy concerns associated with sharing customer data with third parties. DENC wholly supports this liability limitation after it provides customer information to a customer-authorized third party. Once a regulated utility discloses customer information to an authorized third party through Commission-approved procedures and rules, such as the consent form provided for under proposed rule R8-51(i), the Company cannot control further disclosure of that information and the Commission lacks jurisdiction to hold customer-authorized, third-party recipients of such information accountable for improper disclosures.⁹ Notably, the Commission has recognized that its jurisdiction to regulate public utilities does not include jurisdiction to resolve issues within the jurisdiction of the North Carolina Superior Courts such as tort claims or property rights.¹⁰ These limits on the Commission's jurisdictions would make it infeasible for the Commission to regulate third parties once customer data is transferred by the utility, and the Commission would also not have the authority to provide a meaningful remedy should a third party improperly obtain or use customer data.

⁹ *See Order on Jurisdiction and Dismissal of Complaint*, Docket No. E-7 Sub 1038, at 13 (Mar. 5, 2014) (explaining that the North Carolina General Assembly has granted the Commission broad but unique jurisdiction to regulate public utilities in North Carolina under Chapter 62 of the North Carolina General Statutes).

¹⁰ *Id.*

In light of these circumstances, the Public Staff's proposed rule R8-51(o) reasonably provides that the Company is not subject to liability for third parties improper use of customer data where disclosure has been authorized by the customer.

E. *The Cost of Enabling Access to Customer Data – The Public Staff's Proposed Rule Reasonably Balances Customers' Rights to Access to Their Customer Data With Increased Costs to Enable Similar Access for Third Parties*

DENC supports the Public Staff's proposed rules at R8-51(e), which provides customers access to customer data within the prior 24 months¹¹ without additional charge, but allows utilities to charge customer-authorized third parties a Commission-approved fee for access to customer data based upon the costs the utility incurs in assembling, compiling, preparing, furnishing the requested customer data. Importantly, these fees should include future incremental costs to protect against potential cyber threats and other risks associated with making customer data available to authorized third parties. Further, DENC supports the proposed rule's authorization to charge all parties a Commission-approved fee for data outside the 24 month period as well as for aggregated data.

III. Concerns with Public Staff's Proposed Rule R8-51

Although the Company is generally supportive of the Public Staff's proposed rule R8-51 and believes the draft rule, as a whole, strikes an appropriate balance between enabling access to customer information and privacy protection, DENC has several concerns with the Public Staff's proposal to preemptively adopt provisions of the rule to

¹¹ As discussed in Section III.B above, the Company's current customer information system only retains customer data for 18 months in a readily available format rather than 24 months proposed in the Public Staff's draft rule. The Public Staff has informally agreed to support the a future request for a waiver for DENC from this 24-month requirement and instead only require the Company to provide 18 months of customer data upon request until the Company's new CIP is implemented.

prospectively replace the language currently proposed for R8-51(d) effective January 1, 2022.

As currently proposed, the version of R8-51(d) that would go into effect upon Commission approval requires the utility to maintain 24 months of customer data in an “electronic machine-readable format that conforms to nationally-recognized standards and best practices commensurate with the meter or network technology used to serve the customer.” Aside from the Company’s inability to readily provide 24 months of customer data with its current customer information system, as discussed above, the Company is supportive of this expanded requirement. However, at the end of the Public Staff’s proposed rule R8-51, the Public Staff presents three additional provisions that would become “effective January 1, 2022” and supersede the currently proposed subsections (d), (g), and (h).¹²

DENC specifically opposes the Public Staff’s proposal to amend subsection (d), effective January 1, 2022, to require customer data to be maintained and made available to both customers and customer-authorized third parties in “in electronic machine-readable format that conforms to the latest version of the North American Energy Standard Board’s (NAESB) Req. 21, the Energy Services Provider Interface (ESPI), or a Commission approved electronic machine-readable format...”

The Company believes it is premature to prospectively adopt by reference a standard nearly two years in advance that could change substantially before it is automatically codified into the Commission’s rules. Moreover, NAESB Req. 21, which

¹² The Company is not opposed to the amendments to subsections (g) and (h), to become effective January 1, 2022, but believes it would be more appropriate to re-visit these changes closer to those subsection’s implementation date.

serves as the basis for the “Green Button” platform, was the subject of lengthy Duke-led stakeholder process in 2018, where DENC’s position was that future deployment of a Green Button Connect My Data was premature prior to full deployment of AMI in the Company’s North Carolina service territory. It is also important to recognize that adoption of these prospective rule revisions will require the Company to invest in and establish standards and security requirements outside of these rules to ensure the Company’s system remains protected from intrusions by third parties (whether authorized or not) requesting to connect to DENC in order to access customer data. These standards will also necessarily impose requirements on authorized entities who will connect to the Company’s systems; such requirements are necessary to adequately protect customer data. The proposed 2022 effective date would also likely require DENC to make investments to modify its current customer information system and data security framework *ahead* of the new CIP launch.

The Company also notes that these replacement provisions of rule R8-51 do not address the ability of utilities to properly vet prospective connecting third parties and the associated risks to the utilities’ network security. Also, a new framework and process will be required “authorize” a third party to interface with and connect to the DENC system. While DENC can prescribe the IT capabilities and security requirements necessary to effectuate this rule revision while protecting the data security of the DENC system, it is premature to mandate these requirements without a more robust discussion of the customer interest, cost, benefits, and risks of doing so closer in time to when the benefits can be fully leveraged from the Company’s future investments in the CIP and smart meters.

In short, DENC believes that adopting an automatic revision to become effective in two years is premature, and that a better approach would be to reopen this docket at a later point to specifically address the additional requirements included in the proposed 2022 revisions.

IV. Conclusion

WHEREFORE, Dominion Energy North Carolina respectfully requests that the Commission accept these Comments as DENC's initial comments generally in support of the Public Staff's proposed rules R8-7, R8-8, and R8-51. The Company also specifically requests that the Commission reject the Public Staff's proposal to also adopt amended rule provision to prospectively become effective January 1, 2022. Finally, DENC requests the Commission establish a further procedural schedule to afford DENC and other parties the opportunity to respond to the initial comments and/or proposed rules submitted by other parties in this docket.

Respectfully submitted, this 10th day of February, 2020.

/s/E. Brett Breitschwerdt

E. Brett Breitschwerdt

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CERTIFICATE OF SERVICE

I hereby certify that copies of the foregoing Initial Comments of Dominion Energy North Carolina as filed in Docket No. E-100, Sub 161 were served electronically or via U.S. mail, first-class, postage prepaid, upon all parties of record.

This, the 10th day of February, 2020.

/s/E. Brett Breitschwerdt

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