

Dominion Resources Services, Inc.  
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Horace P. Payne, Jr.  
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September 20, 2013

**VIA UPS OVERNIGHT**

Ms. Gail L. Mount, Chief Clerk  
North Carolina Utilities Commission  
Dobbs Building  
430 North Salisbury Street  
Raleigh, North Carolina 27603

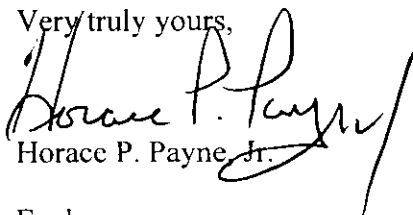
**Re: Docket No. E-100, Sub 137 – Dominion North Carolina Power's Response to  
August 23, 2013 Order Requiring Verified Responses**

Dear Ms. Mount:

Enclosed for filing are an original and 30 copies of Dominion North Carolina Power's Verified Responses in compliance with ordering paragraph 1 of the Commission's August 23, 2103 Order Requiring Verified Responses in the above-referenced docket.

Thank you for your assistance with this matter. Please call me at (804) 819-2682 if additional information is required.

Very truly yours,

  
Horace P. Payne, Jr.

Enclosures



**Dominion®**

OFFICIAL COPY

**FILED**

SEP 23 2013

Clerk's Office  
N.C. Utilities Commission

*Full Dist.*

**Dominion North Carolina Power**  
**Response to August 23, 2013 Order Requesting Additional**  
**Information and Declining to Initiate Rulemaking**  
**Docket No. 100, Sub 137**  
**September 23, 2013**

**FILED**

SEP 23 2013

**Request No. 1:**

Clerk's Office  
N.C. Utilities Commission

State the details of all historical customer usage information that is regularly provided on retail customers' bills, including the time periods or blocks in which the information is provided and the data that is provided.

**Response:**

The Company provides the following historical customer usage information regularly on retail customer bills for the current billing period: beginning and ending billing period dates, beginning and ending meter readings, number of days in billing period, total kilowatt hours (kWh), and (where applicable by rate) on peak kWh, off peak kWh, total demand (kW), on peak kW, off peak kW, kilo quantity hours (KQH), and reactive kilovolt ampere (RKVA). In addition, the Company automatically provides the following information for up to the prior 12 billing periods on retail customer bills: month and year bill generated and total kWh for the billing period. Prior billing period information is only provided for the time period the customer has been responsible for the premise. Retail customers on the Company's eBill (electronic billing) program have online access to an exact copy of the bill mailed to the Company's paper bill customers.

*Sample Residential Schedule 1 North Carolina Bill*

Aug 22, 2013		Sample Bill	
DOMINION CUSTOMER		12345 MAIN STREET ANYWHERE, NC 12345	
<b>Billing and Payment Summary</b>			
Account # 0123456789		Due Date: Sep 16, 2013	
Total Amount Due		\$ 152.59	
To avoid a Late Payment Charge of 1.5% please pay by Sep 16, 2013.			
Previous Amount Due:		\$ 217.70	
Payments as of Aug 21:		\$ 217.70CR	
For service emergencies and power outages please call 1-866-DOM-HELP (1-866-366-4357). Visit us at <a href="http://www.dom.com">www.dom.com</a>			
<b>Meter and Usage</b>		<b>Usage History</b>	
Current Billing Days: 27		Mo	Yr kWh
Bilable Usage		Aug	12 1541
Schedule 1		Sep	12 1566
Total kWh		Oct	12 560
		Nov	12 1661
		Dec	12 2220
Measured Usage		Jan	13 2561
Meter: 00023456789		Feb	13 2745
Current Reading		Mar	13 2686
Previous Reading		Apr	13 2249
Total kWh		May	13 1078
		Jun	13 1144
		Jul	13 1311
		Aug	13 1397
<b>Explanation of Bill Detail</b>			
Customer Service 1-866-DOM-HELP (1-866-366-4357)			
Previous Balance		217.70	
Payment Received		217.70CR	
Balance Forward		0.00	
Residential Service (Schedule 1)		01/23-08/19	
Electric Service		149.35	
Fuel Charge		1.20CR	
State Sales Tax		4.44	
Total Current Charges		152.59	
Total Account Balance		152.59	
View payment options, request service changes and enroll in eBill at <a href="http://www.dom.com">www.dom.com</a> search: Manage Your Account			
<b>Important Customer Information from Dominion North Carolina Power</b>			
Striking an underground power line while digging can cause serious injury or death. Please call 811 before you dig. It's free and it's the law. Call 811 to play it safe.			
If you would like to receive and pay your bills electronically - sign up for this service at 'Manage Your Account' on <a href="http://www.dom.com">www.dom.com</a> and select start eBill.			

**Request No. 2:**

Describe in detail all customer usage information that is available to your retail customers.

**Response:**

**The following customer usage information (where applicable by rate schedule) is available to the Company's retail customers:**

<b>Usage Information Available</b>	<b>Customer Bill (Mail &amp; Online)</b>	<b>Customer Portals (Online)</b>	<b>Phone</b>	<b>Written (Account Statement &amp; Interval Report)</b>
Meter reading dates	Yes	Yes	Yes	Yes
Meter readings	Yes	Yes	Yes	Yes
Number of days in billing period	Yes	Yes	Yes	Yes
Meter reading source (e.g. estimated or actual read)	Yes	Yes	Yes	No
Total kWh <i>Kilowatt hour (kWh) is a measurement of electrical energy.</i>	Yes	Yes	Yes	Yes
Average daily kWh <i>Average daily kWh is obtained by dividing the total kWh used during the billing period by the number of days in the billing period.</i>	No	Yes	Yes	No
On peak kWh <i>On peak is a term used to define demand (kW) or energy (kWh) used during a specific time period when the Company traditionally experiences high customer usage or demand.</i>	Yes	No	Yes	No
Off peak kWh <i>Off peak is a term used to define demand (kW) or energy (kWh) used during a specific time period when the Company generally has excess electrical capacity available.</i>	Yes	No	Yes	No
Total demand (kW) <i>Kilowatt (kW) is a measure of demand for power during a specific time.</i>	Yes	No	Yes	No
<b>Usage Information Available</b>	<b>Customer Bill (Mail &amp; Online)</b>	<b>Customer Portals (Online)</b>	<b>Phone (Customer Care Center)</b>	<b>Written (Account Statement &amp; Interval Report)</b>
On peak demand (kW)	Yes	No	Yes	No

<i>On peak is a term used to define demand (kW) or energy (kWh) used during a specific time period when the Company traditionally experiences high customer usage or demand.</i>				
Off peak demand (kW) <i>Off peak is a term used to define demand (kW) or energy (kWh) used during a specific time period when the Company generally has excess electrical capacity available.</i>	Yes	No	Yes	No
Total KQH <i>Kilo Quantity Hours (KQH) is a measurement of energy used in a formula, along with kW demand, to calculate RKVA when the customer has a Recorder Under Glass meter.</i>	Yes	No	Yes	No
Total RKVA <i>Reactive kilovolt ampere (RKVA) is measured by a RKVA meter that determines the customer's power factor (measure of motor efficiency). Reactive power is the power that flows back and forth between inductive windings of a generator and motor.</i>	Yes	No	Yes	No
30-minute interval data (kWh) <i>Interval data (kWh) is measured by an Interval Data Recorder (IDR) in 30-minute intervals throughout the billing period. The total interval for kWh is obtained by summing each 30-minute interval period during the billing period.</i>	No	Yes	Yes	Yes
30-minute interval data (kW) <i>Interval use (kW) is measured by an Interval Data Recorder (IDR) in 30-minute intervals throughout the billing period. The billed demand (kW) is the highest measured kW in the billing period.</i>	No	Yes	Yes	Yes

### Request No. 3:

State the details of the modes (internet, email, telephone, letter) that retail customers can utilize to request and receive their usage information.

### Response:

**The Company's retail customers may utilize the following modes to request and receive usage information:**

- Residential and Non-Residential customers may register and log into the Company's customer portal (Manage Your Account) to view their last 12 bills, access 18 months of historical usage, and view 30-minute interval data (where applicable).
- Customers designated as Key Accounts may log into the Company's Key Accounts customer portal to view bills, historical usage, and 30-minute interval

data (where applicable). Key Accounts are the Company's largest commercial, industrial, and governmental accounts based on on-peak demands (kW) and kWh purchases.

- Residential and Non-Residential customers may contact the Company by telephone to discuss their usage with a Company employee, or they may request a copy of their bill or an account statement covering 18 months of usage be mailed to them to their address on record by contacting the Company by telephone or letter.

**Request No. 4:**

State the details of the modes by which retail customers can authorize the release of their usage information to a third party and the modes by which the third party can receive the information.

**Response:**

**Customers may use the following modes to authorize release of their usage information to a third party:**

- 1) The customer may mail a written release to the Company authorizing release of their usage information to a third party. Once the Company receives that release, it will provide the specified information to the third party via phone, U.S. mail, email, or fax.**
- 2) The customer may obtain their own usage information (online, copies of bills, or usage history) and provide it themselves to a third party by any mode they deem appropriate.**

**Request No. 5.**

Does your company have a standard form that retail customers can sign to authorize the release of their usage information to a third party? If so, please attach a copy of the form to your responses.

**Response:**

**Yes. See Attachment Question 5 for a letter template and a copy of the form.**

**Request No. 6.**

State whether your company provides real time pricing and/or real time data streaming to its retail customers. If so, provide the details of the customer classes to which this information is provided, the applicable tariffs, the data that is available, the modes that customers can utilize to request and receive such data, the frequency with which the data is available (every minute, 15 minutes, hour, etc.) and the time periods or blocks in which the data is provided.

**Response:**

**The Company does not offer real time pricing nor does it offer the processing of real time data streaming.**

**Customers interested in additional information can request metering that provides additional data directly to the customer as described in Section X.H. of the Company's Terms and Conditions. See Attachment Question 6 for a copy of Section X of the Company's Terms and Conditions for details.**

Date

Customer Name  
Customer Address Line 1  
Customer Address Line 2

***Re: Written Consent to Release Confidential Customer Usage-Related Information to a Third Party and/or Authorize a Third Party to take Certain Account Actions***

Dear [Customer name]:

Dominion Virginia Power (Dominion) is committed to safeguarding the security and privacy of your account-related information, including billing records, billing history and electricity usage data (collectively, "Usage-Related Information").

We are sending you this letter because Dominion has received a request:

1. from you to provide your Usage-Related Information to a third party,
2. from you to authorize a third party to take certain actions concerning your Dominion account(s), or
3. from a third party claiming to act on your behalf, requesting your Usage-Related Information or the right to take certain actions concerning your Dominion account(s).

Dominion will safeguard your confidential Usage-Related Information unless you provide advance written consent expressly authorizing Dominion to release your Usage-Related Information to third parties. Therefore, if you would like to provide Dominion with your consent to release your Usage-Related Information to a third party, please complete **Section A** of the enclosed Voluntary Authorization to Release Customer Information.

If you also would like to authorize the same third party to take certain actions concerning your account service(s), please complete **Section B** of the form. Only limited actions can be authorized using this form. To authorize a third party to take other actions, you will need to provide a power of attorney. Please refer to Section B for more information on the actions you may authorize on this form.

Complete **Section C** to indicate the duration of your consent.

After completing the applicable sections of the form, please review and sign **Section D**, initial the form on each page where indicated, and mail to the address below.

**[insert address].**

The form must be completed in its entirety and signed and initialed by the Account Holder or by someone with legal authority to bind the Account Holder.

If you do not wish to provide Dominion with your advance written consent to release Usage-Related Information or to authorize a third party to take actions on your account, no further action is required on your part.

You can view your electric usage securely online by visiting [www.dom.com/mya](http://www.dom.com/mya) and logging on to Manage Your Account.

Should you have additional questions, please contact **[insert contact information]**.

Sincerely,

Dominion Virginia Power

[Department]

[Contact Information]

Enclosure



## **VOLUNTARY AUTHORIZATION TO RELEASE CUSTOMER INFORMATION**

- A. RELEASE OF INFORMATION.** To provide your consent for Dominion Virginia Power ("Dominion") to release your customer Usage-Related Information (as defined below) to a third party, please complete this section.

**This Authorization provides my consent to Dominion to release the following information to the Authorized Party:** All billing records, billing history, and usage-related data (collectively, "Usage-Related Information") collected by the meter installed at my residence or place of business during the time my account is active, to the extent such data is available in Dominion's billing system.

### **Voluntary Authorization to Release Customer Usage-Related Information to a Third Party**

I hereby provide my express written consent and authorization for Dominion to release my utility customer account Usage-Related Information for the account(s) listed below to:

**Authorized Party:** \_\_\_\_\_

**Address:** \_\_\_\_\_

**Telephone Number:** \_\_\_\_\_

**Fax Number:** \_\_\_\_\_

**Email Address:** \_\_\_\_\_

### **Dominion Account Number(s) Included in this Authorization:**

Account Number: \_\_\_\_\_ Name on Account: \_\_\_\_\_

Account Number: \_\_\_\_\_ Name on Account: \_\_\_\_\_

Account Number: \_\_\_\_\_ Name on Account: \_\_\_\_\_

- B. AUTHORIZATION TO TAKE ACTIONS ON ACCOUNT.** If you also want to authorize the same **Authorized Party** to take certain actions concerning your account(s) listed in Section A, please complete and initial Section B below:

\_\_\_\_\_ I hereby authorize the **Authorized Party** to take the following actions concerning my account(s): *(check all that apply)*:

*(Account Holder initials)*

☐ Request rate analysis/rate comparison

☐ Request rate changes

**Please note:** To authorize a third party to take other actions, including execution of contracts for service, opening/closing accounts, and/or terminating electric service on your behalf, you will need to provide a valid Power of Attorney.

**C. EXPIRATION/TERMINATION OF AUTHORIZATION.** Please complete this section to specify how long you want your authorization in Section A (and B, if applicable) to remain in effect:

**This Authorization is Valid Until:**

*(Account Holder must initial one of the following)\**

\_\_\_\_\_ **One Year** – Requests from the Authorized Party for Usage-Related Information and/or for the actions specified above will be accepted and processed each time requested within the 12-month period from the date of execution of this Authorization.

\_\_\_\_\_ **Three Years** – Requests from the Authorized Party for Usage-Related Information and/or for the actions specified above will be accepted and processed each time requested within the 36-month period from the date of execution of this Authorization.

\_\_\_\_\_ **Date Specific** – Requests for Usage-Related Information and/or for the actions specified above will be accepted and processed each time requested from the date of execution of this Authorization until \_\_\_\_\_.

**\*Please note:** This authorization will NOT terminate automatically if the specified Dominion account(s) close(s) before the end of the authorization period. You may revoke this Authorization by providing written notice to Dominion at the address in Section D.

#### **D. ACKNOWLEDGEMENT AND SIGNATURE**

I hereby affirm that I have the authority to make and sign this Authorization as account holder of record for the Dominion account(s) listed above, or that I am a corporate officer or management employee fully and duly authorized to make and sign this Authorization on behalf of the Dominion business account listed above. I understand that Dominion reserves the right to verify any authorization request submitted before releasing information or taking any action on my behalf.

I understand that by providing my written consent, I am authorizing Dominion to release the requested information on the account(s) listed above to the Authorized Party listed above, and that Dominion will not be responsible or liable in any way for the third parties' use and security of my Usage-Related Information or actions taken on my behalf with regard to the account(s) pursuant to this Authorization. I further understand that it is my responsibility to ensure that the third parties will safeguard my Usage-Related Information on receiving such information from Dominion. I hereby release, hold harmless, and indemnify Dominion from any liability, claims, demands, causes of action, damages, or expenses resulting from: 1) any release of information pursuant to this Authorization; 2) the unauthorized use of this information by the Authorized Party; and 3) any actions taken by the Authorized Party pursuant to

this Authorization. I understand I have the right to revoke this Authorization at any time by providing further written notice to Dominion at the following address:

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As evidenced by my initials at the bottom of each page of this Authorization, I hereby acknowledge that I have read and understand the contents of this Authorization, and that I am voluntarily signing this Authorization.

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Signature

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Address (Line 1) (Service Address)

---

Title

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Address (Line 2) (Service Address)

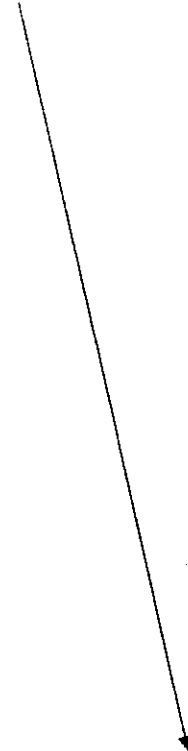
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Print Name

---

Date

**HAVE YOU INITIALED AND DATED EACH PAGE OF THIS FORM?**



Initials of Person Providing Consent:

Date:

**TERMS AND CONDITIONS**

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**X. BILLING AND RE-BILLING OF METERED AND UNMETERED SERVICES**

A. When meters are installed by the Company to measure the electricity used by the Company's Customers, all charges for electricity used, except certain minimum charges, shall be calculated from the readings of such meters. Charges for electricity used will be based solely on the readings of meters owned and operated by the Company. The Company may for its own purposes use meters that are read remotely.

B. Normally electricity will be furnished through one Delivery Point and one set of metering apparatus and will be billed separately on the applicable Rate Schedule selected by the Customer. Residential master meter installations are prohibited by Statute 143-151.42 of the North Carolina State law. However, the Company reserves the right, where it desires for its own purposes because of the amount or characteristics of electricity required, to install two or more sets of metering apparatus, to combine the readings of meters so installed for billing purposes, and to bill these combined readings on the applicable Rate Schedule selected by the Customer.

C. All electricity will normally be metered at the voltage delivered to the Customer; however, the Company reserves the right, where it desires for its own purposes, to meter the electricity on the Company's side of the transformer or transformers, but the Customer will then be allowed a discount of 2% in the energy charge.

D. Meters in service may be tested by the Company, the Commission or any other lawfully constituted authority having jurisdiction. When, as the result of such a test, a meter is found to be no more than 2% fast or slow, no adjustment will be made in the Customer's bills. If the meter is found to be more than 2% fast or slow because of incorrect calibration, the Company will rebill the Customer for the correct amount as calculated in accordance with the then effective applicable Commission rule.

E. Whenever it is found that, for any reason other than incorrect calibration, the metering apparatus has not registered the true amount of electricity which has been used by the Customer, billing adjustments will be made in accordance with the then effective applicable Commission Rule. In the case of tampering, interest will be charged at a rate equal to that authorized by the Commission for late payments.

(Continued)

**TERMS AND CONDITIONS**

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**X. BILLING AND RE-BILLING OF METERED AND UNMETERED SERVICES  
(Continued)**

- F. If, during the term of agreement for furnishing electricity to a Customer, the Customer is unable to operate his facilities, in whole or in part, because of accident, act of God, fire, or strike of the Customer's employees occurring at the location where electricity is supplied, the charge for electricity used during the period reasonably necessary to correct any such conditions will, in the discretion of the Company, be reasonably adjusted in accordance with all pertinent facts and conditions.
- G. If a Customer is a Natural Disaster Victim, the Company shall have the right to make certain adjustments to the charges for electricity assessed to the Customer. The Company may, at its discretion, adjust or waive minimum charges, temporary service charges, service connection charges, or security deposits.
- H. Customers who elected an Interval Metering Service Option (i.e., interval meters or contact closures) prior to January 1, 2011, are grandfathered on the specified charges shown in the tables below:
  - 1. The applicable Installation Charge listed below shall be increased by the Tax Effect Recovery Factor, pursuant to Rider D - Tax Effect Recovery, and shall be paid by the Customer prior to the installation.
  - 2. In addition, the Customer shall pay an on-going Monthly O & M Charge that is equal to the applicable Installation Charge multiplied by the Excess Distribution and Substation Facilities charge found in Section IV.F.3.a. of the Terms and Conditions. Such payment will continue until the Interval Metering Service Option is discontinued in accordance with item 3. below.
  - 3. The One-time Removal Charge shall apply when either a) the Customer requests removal of the Interval Metering Service Option or b) the Customer discontinues electric service at the location of the Interval Metering Service Option.

(Continued)

**TERMS AND CONDITIONS****X. BILLING AND RE-BILLING OF METERED AND UNMETERED SERVICES**  
(Continued)

The applicable Installation Charges and One-time Removal Charges for the Interval Metering Service Options are as follows:

<b>Interval Metering Service Options Installation and Removal Charges for Interval Meters</b>		
<b>Type</b>	<b>Installation Charge</b>	<b>Removal Charge</b>
Single-phase, 240 Volt, 3 wire, class 200	\$271.50	\$62.38
Single-phase, 240 Volt, 3 wire, class 320	\$216.48	\$62.38
Single-phase, 240 Volt, 3 wire, class 400 OR Three-phase, 120 Volt, 4 wire, class 400	\$787.70	\$143.75
Three-phase, 120 Volt, 4 wire, class 200 and 320, or class 10 and 20	\$233.79	\$143.75

<b>Installation and Removal Charges for Contact Closures (for kW Data Only)</b>		
<b>Type</b>	<b>Installation Charge</b>	<b>Removal Charge</b>
One Circuit (Assumes Recorder Under Glass), or Single Service (Assumes Demand Meter Installation)	\$203.77	\$108.49
Additional Circuits at Same Site (Assumes Recorder Under Glass)	\$122.40	\$27.12

(Continued)

**TERMS AND CONDITIONS**

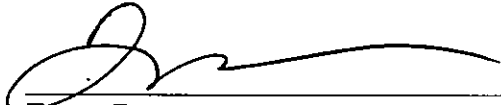
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**X. BILLING AND RE-BILLING OF METERED AND UNMETERED SERVICES**  
(Continued)

4. On and after January 1, 2011, the Excess Distribution and Substation Facilities Charge in Section IV.F.3.a. or IV.F.3.c. (at the Customer's option) of the Terms and Conditions will apply to Customers electing Interval Metering Service Options.
5. The Company will own interval metering service devices used for measuring and billing the Customer for its consumption of demand and energy. The Company is responsible for the installation and removal of all meters.


**VERIFICATION**  
**Docket No. E-100, Sub 137**

I, Tanya Ross, Director of Customer Billing, Payment & Credit Services, for Virginia Electric and Power Company, do solemnly swear that the facts stated in the foregoing Responses to the August 23, 2013 Order Requesting Additional Information and Declining to Initiate Rulemaking issued by the North Carolina Utilities Commission in Docket No. E-100, Sub 137, insofar as they relate to Virginia Electric and Power Company d/b/a Dominion North Carolina Power, are true and correct to the best of my knowledge and belief.

  
\_\_\_\_\_  
Tanya Ross

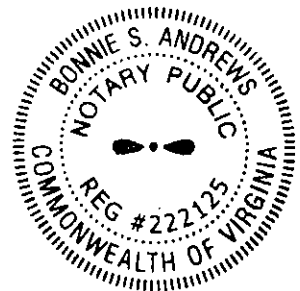
COMMONWEALTH OF VIRGINIA            )  
  )       to wit:  
City of Richmond                            )

The foregoing instrument was sworn to and acknowledged before me this 19<sup>th</sup> day of September, 2013.

  
\_\_\_\_\_  
Notary Public

My registration number is 222125 and my commission expires:

March 31, 2016





## CERTIFICATE OF SERVICE

I hereby certify that a true copy of the Verified Responses of Dominion North Carolina Power was delivered by hand or regular mail, postage prepaid, this 23<sup>rd</sup> day of September, 2013 to the following:

Margaret A. Force  
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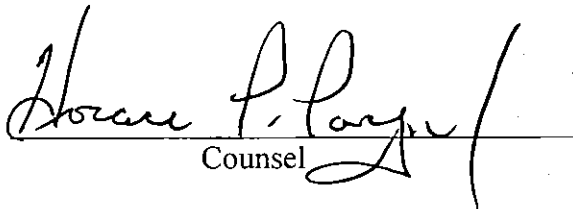
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