INFORMATION SHEET

PRESIDING: Hearing Examiner John Gajda

PLACE: Halifax County Courthouse, Halifax, North Carolina

DATE: Thursday, November 18, 2022

TIME: 10:00 p.m. – 10:55 p.m. DOCKET NOS.: E-22, Sub 602

COMPANY: Virginia Electric and Power Company, d/b/a Dominion Energy North Carolina DESCRIPTION: Complaint of Donald H. Hills, 903 Faulcon Road, Littleton, North Carolina 27850, Against Virginia Electric and Power Company d/b/a Dominion Energy North Carolina

VOLUME NUMBER:

APPEARANCES

(See attached)

WITNESSES

(See attached)

EXHIBITS

(See attached)

REPORTED BY: Kim Mitchell

DATE FILED: December 21, 2022

PREFILED PAGES: 0

TOTAL PAGES: 53

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    PLACE:
               Halifax County Courthouse
               Halifax, North Carolina
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    DATE:
               November 18, 2022
 4
    TIME:
               10:00 a.m. - 10:55 a.m.
 5
    DOCKET NO.: E-22, Sub 602
 6
             Hearing Examiner John Gajda
    BEFORE:
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                       IN THE MATTER OF:
       Donald H. Hills, 903 Faulcon Road, Littleton,
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14
                    North Carolina 27850,
15
                                              Complainant
16
                              v.
17
         Virginia Electric and Power Company, d/b/a
18
               Dominion Energy North Carolina,
19
                                              Defendant
20
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1
    APPEARANCES:
 2
    FOR THE COMPLAINANT:
    Donald H. Hills, Pro Se
 3
 4
    903 Faulcon Road
 5
    Littleton, North Carolina 27850
 6
 7
    FOR VIRGINIA ELECTRIC and POWER COMPANY, d/b/a
 8
    DOMINION ENERGY NORTH CAROLINA:
    Kristin M. Athens, Esq.
 9
10
    McGuireWoods, LLP
11
    501 Fayetteville Street, Suite 500
12
    Raleigh, North Carolina 27601
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NORTH CAROLINA UTILITIES COMMISSION APPEARANCE SLIP

DATE: NOV. 18, 2022 DOCKET NO.: 6-22 Sub 402			
ATTORNEY NAME and TITLE: Knistin M. Athens			
Attorney			
FIRM NAME: McGvireWoods LLP			
ADDRESS: 50 Fayetteville St. Suite 500			
CITY: Raleigh STATE: NC ZIP CODE: 27661			
APPEARANCE ON BEHALF OF: Dominion Energy North			
Carolina appla Virginia Electric - Power Company			
APPLICANT: COMPLAINANT: INTERVENOR:			
PROTESTANT: RESPONDENT: DEFENDANT:			
Non-confidential transcripts are located on the Commission's website. To view and/or print transcripts, go to https://www.ncuc.net/ , hover over the Dockets tab, select Docket Search, enter the docket number, and click search, select the highlighted docket number and select Documents for a list of all documents filed.			
ONLY fill out this portion if you have signed an NDA to receive CONFIDENTIAL transcripts and/or exhibits: Yes, I have signed the Confidentiality Agreement. Email:Kathans@magvirewoods.com SIGNATURE:Hustan_Athens			
(Signature Required for distribution of CONFIDENTIAL information)			

McGuireWoods LLP 501 Fayetteville St. Suite 500 Raleigh, NC 27601 Phone: 919.755.6600 Fax: 919.755.6699 www.mcguirewoods.com

Kristin M. Athens

Kristin M. Athens
Direct: 919.835.5909

MCGUIREWOODS

DENC's Answer and Motion to Dismiss Complaint of Conald H. Hills /A

kathens@mcguirewoods.c

August 2, 2021

VIA Electronic Filing

Ms. Antonia Dunston, Interim Chief Clerk North Carolina Utilities Commission **Dobbs Building** 430 North Salisbury Street Raleigh, North Carolina 27603

> Re: Complaint Filed by Donald H. Hills Docket No. E-22, Sub 602

Dear Ms. Dunston:

On behalf of Virginia Electric and Power Company, d/b/a Dominion Energy North Carolina, enclosed for filing in the above-referenced proceeding please find the *Answer* and Motion to Dismiss Complaint of Donald H. Hills.

Please do not hesitate to contact me should you have any questions. Thank you for your assistance with this matter.

Very truly yours,

/s/Kristin M. Athens

KMA:kjg

Enclosures

STATE OF NORTH CAROLINA UTILITIES COMMISSION RALEIGH

DOCKET NO. E-22, SUB 602

BEFORE THE NORTH CAROLINA UTILITIES COMMISSION

In the Matter of	
Donald H. Hills, 903 Faulcon Road,)
Littleton, North Carolina 27850,) DOMINION ENERGY NORTH
Complainant) CAROLINA'S ANSWER AND
) MOTION TO DISMISS
v.) COMPLAINT OF
) DONALD H. HILLS
Virginia Electric & Power Company, d/b/a)
Dominion Energy North Carolina,)
Respondent	,)

NOW COMES Virginia Electric and Power Company, d/b/a Dominion Energy North Carolina ("the Company"), by and through counsel and pursuant to Rule R1-9 of the Rules and Regulations of the North Carolina Utilities Commission ("Commission"), and answers the July 21, 2021 Complaint filed by Donald H. Hills ("Complainant") and moves the Commission to dismiss the Complaint for failure to state a claim upon which relief can be granted. The Company has reviewed the Complaint and replies to the allegations as set forth below. Any allegation not specifically admitted shall be deemed denied.

FOR FIRST A DEFENSE

1. In response to the allegations in sentence 1¹ of the Complaint, the Company admits that Complainant filed an initial complaint on March 10, 2021 upon information and belief; however, the Company denies Complainant's characterization of the initial

¹ Included as Attachment 1 to this complaint is a copy of the Complaint numbered by sentence in red font for ease of reference.

complaint as "formal," since it was not filed with the Commission. *See* Exhibit A for a copy of Complainant's initial, informal complaint.

- 2. In response to the allegations in sentence 2 of the Complaint, the Company admits that Mr. Tommy Williamson of the North Carolina Utilities Commission—Public Staff ("Public Staff") contacted Complainant upon information and belief; however, the Company is without sufficient information to know the specific communications held between Mr. Williamson and Complainant on that approximate date since the Company was not a party to such communications.
- 3. In response to the allegations in sentence 3 of the Complaint, the Company is without sufficient information to know if, and what, communications were held between Complainant and Mr. Williamson on that approximate date.
- 4. In response to the allegations in sentence 4 of the Complaint, the Company admits that Mr. Williamson and Complainant had communications in late May, 2021. In response to the remaining allegations contained in sentence 4, the Company is without sufficient information to know what exact communications were held between Complainant and Mr. Williamson on the approximate date; however, the Company denies that Mr. Williamson advised Complainant to "try the next step" based on a summary of the communication in question provided to the Company via email by Mr. Williamson on May 25, 2021 stating only that Complainant intended to file this formal Complaint. *See* Exhibit B for a copy of the May 25, 2021 email from Mr. Williamson to the Company summarizing the conversation held between Mr. Williamson and Complainant on the same date.
- 5. In response to the allegations in sentence 5 of the Complaint, the Company denies Complainant's characterization of the Company's "unhelpful[ness]" to

Complainant in dealing with his initial, informal complaint, as the Company made good faith efforts to resolve Complainant's initial complaint and acted in accordance with NCUC Rule R8-6 requiring investigation of all customer complaints.

- 6. In response to the allegations in sentence 6 of the Complaint, the Company admits that the subject of the Complaint is a workorder completed by DENC. In response to the remaining allegations contained in sentence 6 of the Complaint, the Company denies that the workorder was completed "on" Complainant's property as the workorder was completed within the bounds of an easement legally held by DENC. *See* Exhibit C for a copy of DENC's easement.
- 7. In response to the allegations in sentence 7 of the Complaint, the Company denies that the workorder completed by DENC was for the purpose of "remediat[ing] substandard work performed from the past," and that charges for such workorder "were inflated...due to the [work] needing to be done 'hot,'" because the purpose of the workorder was to facilitate construction of Complainant's new barn and such workorder was completed in a timely manner.
- 8. In response to the allegations in sentence 8 of the Complaint, the Company denies that the workorder was not completed "in a logical manner," and that any percentage of the workorder was done "hot" or "needing to be done 'hot." In response to the remaining allegations contained in sentence 8, the Company denies Complainant's description of DENC's lines and poles as having "tension" or being "improperly secured," as all facilities and work completed pursuant to the workorder adhered, and does adhere, to applicable standards.

- 9. In response to the allegations in sentence 9 of the Complaint, the Company denies Complainant's characterization of DENC's existing facilities as not having been completed "properly," being "excessive," "too low," or located anywhere except within the bounds of DENC's legally held easement. In response to the remaining allegations contained in sentence 9, the Company denies that work completed pursuant to the workorder was necessary at the time completed, since the workorder was initiated at Complainant's request to facilitate his elective construction of a new barn.
- 10. In response to the allegations in sentence 10 of the Complaint, the Company admits upon information and belief that one of the poles constructed pursuant to the workorder "leans," as the Company specifically installed the pole at an angle to properly engineer and reroute the lines around Complainant's new barn. In response to the remaining allegations contained in sentence 10 of the Complaint, the Company denies Complainant's description of guy wires at or near his property as being "obtrusive," as all guy wires at or near Complainant's property comply with applicable standards.
- 11. In response to the allegations contained in sentence 11 of the Complaint, the Company admits upon information and belief that the Complainant indicated in his initial complaint that he desired a refund of \$3,766.79; however, the Company is without sufficient information to know what, if any, subsequent conversations were held between Mr. Williamson and Complainant and the context of such conversations.
- 12. In response to the allegations in sentence 12 of the Complaint, the Company states that the sentence speaks for itself and contains assertions to which no response is required. To the extent a response is required, the Company admits the allegation upon information and belief.

- 13. In response to the allegations in sentence 13 of the Complaint, the Company states that the sentence speaks for itself and contains assertions to which no response is required. To the extent a response is required, the Company admits the allegation upon information and belief.
- 14. In response to the allegations in sentence 14 of the Complaint, the Company is without sufficient information to know if and why Complainant's initial, informal complaint was "delayed."
- 15. In response to the allegations in sentence 15 of the Complaint, the Company is without sufficient information to know why this Complaint was "delayed."
- 16. In response to the remaining allegations in the Complaint, the Company states that the Complaint speaks for itself and contains assertions to which no response is required.

FOR A SECOND DEFENSE

- 1. All of the allegations alleged in the Company's first defense are hereby realleged and incorporated herein.
- 2. Company records indicate that Complainant contacted the Company on January 28, 2021 requesting DENC to move overhead lines on his property. On that same day, the Company initiated a work request in Complainant's name and issued a workorder to contact Complainant regarding movement of overhead lines. *See* Exhibit D for a copy of the work request.
- 3. On January 29, 2021, a DENC employee met with Complainant at 903 Faulcon Rd in Littleton, North Carolina. Complainant communicated to the DENC employee that he was constructing a new barn directly under, and potentially in contact

with, the Company's overhead lines, and that it was necessary for the Company to relocate the lines for Complainant to complete construction of his barn. Complainant also communicated to the Company that it was his belief that DENC should relocate the lines and facilities for free. *See* Exhibit D for a copy of the work request notes detailing this conversation.

- 4. During this meeting, the DENC employee explained to Complainant that it would not be free for the Company to relocate the lines for the sole purpose of allowing Complainant the ability to construct his new barn. The DENC employee further explained to Complainant that as a result of the barn's proposed height, DENC's existing overhead lines would not meet the National Electric Safety Code clearance requirements, and would require the lines to be rerouted. Additionally, the DENC employee explained to Complainant that he was constructing his new barn within the Company's existing easement. See Exhibit E for a photograph detailing the close proximity of the Complainant's yet-to-be constructed barn to the Company's line; see also Exhibit C for a copy of the Company's easement.
- 5. Despite the Company informing Complainant that DENC would not be rerouting the lines solely to allow for construction of Complainant's new barn within the bounds of the Company's easement and for free, Complainant reiterated his request for the Company to relocate the lines.
- 6. On February 3, 2021, the Company completed the project design for the workorder. *See* Exhibit F for workorder details.
- 7. On February 8, 2021, the Company calculated the costs to complete Complainant's workorder and provided a construction payment invoice in the amount of

\$5,266.79 to Complainant. See Exhibit H. On February 9, 2021, Complainant paid the construction payment invoice amount of \$5,266.79 in full. As evidenced by such, Complainant had knowledge of the exact amount to be charged for completion of the workorder as early as February 8, 2021 (i.e. 18 days prior to the workorder start date) and paid the construction payment invoice amount of \$5,266.79 on February 9, 2021. Complainant did not dispute the costs presented to him in the construction payment invoice or otherwise take issue with the construction payment invoice at that time, or any other time prior to DENC's performance of the work required to reroute the lines.

- 8. On February 26, 2021, the Company performed the work to relocate the lines so Complainant could construct his new barn. To relocate the lines, DENC routed the lines around the barn, and, as such, had to install a new pole ("New Pole"). The pole installation required an angle to be created on the New Pole, and additionally required the guys to be reworked on adjacent poles. Notably, this angle or "lean" to the New Pole was specifically planned and engineered, and is not uncommon or considered "substandard" in anyway. The New Pole was also constructed in accordance with applicable standard, and is currently up to standard as built. Complainant's allegations stating otherwise regarding the New Pole, or any other poles, should be ignored. For this specific work to be completed, Complainant was charged \$5,266.79. See Exhibit G providing a breakdown of costs required to complete the work and the total charged to Complainant.
- 9. In the course of relocating the lines for Complainant, and also on February 26, 2021, it became necessary for the Company to perform additional work on-site to the poles adjacent to the New Pole constructed for Complainant. Although this additional work was initiated due to the installation of the New Pole for the construction of

Complainant's barn, Complainant was not charged for any of this work whatsoever. Moreover, this additional work was not performed, as Complainant alleges, to bring "substandard" facilities up to code. Instead, this additional work was completed pursuant to the Company's Overhead Line Extension Program. The Overhead Line Extension Program requires that anytime work is done on a pole line—in this case, the two pole lines extending from the New Pole—that each adjacent pole connecting the pole line be brought up to current design standards. Therefore, because the Company performed work on the lines extending from the New Pole, DENC was required to bring the adjacent poles connected to the New Pole's lines up to current design standards. However, no costs were charged to Complainant for this additional work. *See* Exhibit G. Accordingly, all on-site work performed on February 26, 2021 was not charged to Complainant, despite all work originating from Complainant's request.

- 10. On March 10, 2021, Complainant submitted an informal complaint to the Public Staff. *See* Exhibit A. The informal complaint essentially states that because Complainant has had "similar" electrical work completed on his behalf in other locations by other electric utilities, he believes the \$5,266.79 charge he explicitly agreed to pay is excessive. Without any evidence of this "similar" work ever having been completed or charges resulting from such work, Complainant specifically alleges that he is due a \$3,266.79 refund, stating incorrectly that completion of the workorder only costs between \$1500.00 and \$2,100.00.
- 11. From March 10, 2021, to the filing of the Complaint, the Company worked diligently with the Public Staff and Complainant to resolve Complainant's concerns. For example, the Company provided the Public Staff a detailed breakdown of the labor,

materials, and work performed justifying the costs charged to Complainant. *See* Exhibit G.

- 12. Despite the Company's best efforts, Complainant refuses to accept the facts that:
 - Complainant elected on his own to build a new barn directly beneath
 DENC's existing facilities and within the bounds of DENC's easement;
 - O Complainant had knowledge of the \$5,266.79 charge required to complete his requested workorder *prior to* initiation of the workorder;
 - Complainant had approximately 2 weeks to evaluate (or dispute) the \$5,266.79 charge *prior to* initiation of the workorder;
 - O Complainant agreed to (and did) pay the \$5,266.79 charge prior to the initiation of the workorder;
 - No work performed was for the purpose of bringing existing facilities "up to code," or to correct "substandard" construction as all of DENC's existing facilities in the area were up to standard prior to initiation of the workorder;
 - The work completed pursuant to the workorder was properly constructed and completed in accordance with all relevant standards, and is currently up to standard;
 - No additional work other than the work identified in the workorder and agreed to be paid for by Complainant was charged to Complainant.
- 13. In sum, the \$5,266.79 amount charged to and agreed to be paid by Complainant for the relocation of the lines was reasonable, appropriate, and based upon

proper accounting. Accordingly, Complainant has failed to state a claim on which relief can be granted.

WHEREFORE, Dominion Energy North Carolina, having fully set forth its answer to Complainant, moves the Commission to dismiss the Complaint with prejudice, and requests such other relief as the Commission deems just, equitable, and proper.

Respectfully submitted this, the 2nd day of August, 2021.

/s/Kristin M. Athens

Kristin M. Athens McGuireWoods LLP 501 Fayetteville Street, Suite 500 Raleigh, North Carolina 27601 Telephone: (919) 835-5909 kathens@mcguirewoods.com

Attorney for Virginia Electric and Power Company, d/b/a Dominion Energy North Carolina

Attachment 1

Written Formal Complaint of Donald H. Hill Numbered by Sentence June 29th, 2021

1) Chief Clerk

North Carolina Utilities Commission

4325 Mail Service Center

Raleigh, NC.27699-4300

2) Donald H Hills

903 Faulcon Rd

Littleton, NC 27850

(518)469-0573 or (518)469-7857

Neverlatellc@gmail.com

3) Dominion Energy North Carolina

PO Box 27206

Richmond, Va.23261

VPCustomerExperience@dominionenergy.com

4) I filled a formal complaint on March 10, 2021.. in writing using prescribed format. After aprox a month or so , I was contacted by Tommy Williamson (919-733-2267), and he said "he would reach out to his "contacts" at Dominion and get back to me in a week" ... Two + weeks later I called him back and he said" he would have someone at dominion call me directly and try to find a resolution" 43+ weeks later I called Tommy and he said "Prolly not gonna happen , I would have to try the next step" (please understand, My problem is not with Tommy ... He was "spot on in his handling this situation) 5 Dominion on the other hand was very unhelpful...

5) Sirs,

I'm bringing to your attention a job performed on my property. First and foremost, most of the work performed was to remediate substandard work preformed from past, and charges were inflated due to what Seth (project planner, site survey, point man) said.." the high costs were due to job needing to be done "hot"" ⁸If this job was done in a logical manner , only a very low percentage would need to be done" hot " furthermore, new guy wires were installed on "main line" pole, and TWO, on pole by my house (a pole that carried tension from old excessively long service. And improperly secured as pole that leaned) Its my position, if original installation was done properly. (excessive span from my pole to main line ... TOO LOW PRIOR TO WORK) combined with failure to follow property lines, NONE of this work would have been necessary! 10At this point, BOTH neighbors poles lean (house closer to rt 158 excessively) new pole and my pole have a slight lean to them, I have TWO obtrusive guy wires to support a very short span to new pole (side spans offset each other) In my original letter, and in subsequent conversations with Tommy Willimson(919-733-2267), I indicated a refund of \$3766.79 would make me happy.. and any relief will help.. Its my position now, a full refund, and removal of guy wires from my pole is what I seek . I can and will submit one set of photographs to support my position

In closing, my original complaint was delayed due to me not wanting to delay job start (the only thing i'm happy with! Job started and completed in a timely manner) .. combined with a boiler explosion on 15
02/09/21...Then this complaint was delayed due to me dealing with my sisters untimely death.

16
Thanks in advance for your attention with regards to this matter.

This document is verified by Donald H Hills

Donald H Hills

Motary Republic

July 16, 2001

Notary Public, State of New York
Qualified in Albany County

Reg. No. 01LA6241939 My Commission Expires May 31, 20.

Exhibit A

Initial Informal Complaint of Donald H. Hill

March 10, 2021

1) Chief Clerk

North Carolina Utilities Commission

4325 Mail Service Center

Raleigh, NC.27699-4300

2) Donald H Hills

903 Faulcon Rd

Littleton, NC 27850

(518)469-0573 or (518)469-7857

Neverlatellc@gmail.com

- 3) No attorney at this time
- 4) Dominion Energy North Carolina

PO Box 27206

Richmond, Va.23261

VPCustomerExperience@dominionenergy.com

5) Sirs,

I'm bringing to your attention a job done on my property.. (please find enclosed job description, and associated charges).. First and foremost, I feel the charges are excessive (they refused to let me set the pole), ...and previous work was sub standard. Lines not run on property line originally and were spanning too long, as well as were too low. (I feel most of my charges were to bring work up to latest codes)

The span of existing wires were and still are too low, (lines across my intended driveway Not serviced by this repair...low, due to previous substandard work (no guy wire on neighbors pole ...LEANING EXCESSIVELY)

I have dealt with situations very similar to this in my home state with Niagara Mohawk (local utility) ... they are now known as National Grid) So I am aware of the charges associated with such work ...

(this would have been billed at between \$1500, and \$2100).. I told Seth (project designer) this..

- 6) A refund of \$3766.79 would be a refund that would put it on par with prices I've paid in the past
- 7) I chose to refrain from complaining prior to work being done due to probable project delays.. My delay if filing this complaint was due to my involvement in a boiler explosion (medical reasons) Thanks in advance for your time.

This document is verified by Donald H Hills

Donald H Hills

Notary Public

cc: Dominion Energy

My Commission Expires May 31, 20, Reg. No. 01LA6241939 Qualified in Albany County Notary Public, State of New York

KEVIN M. LANE KENIN M LANE Notary Public, State of New York

Qualified in Albany County Reg. No. 01LA6241939

My Commission Expires May 31, 20

February 4, 2021

Construction Payment Invoice

DONALD HILLS 903 FAULCON RD LITTLETON, NC 27850



Dominion Energy Information Work Request No. 10434098 Point of Contact: Seth C Wright

Total Amount Due:

\$5,266,79

Account No: 7923638279

To avoid delay in the start of your project please pay upon receipt.

Payment Options

U.S. Mail

include "Account No." on your check and mail payment to:

Dominion Energy North Carolina P.O. Box 27206

Richmond, VA 23261

Authorized Payment Centers

For an Authorized Payment Center near you visit DominionEnergy.com and search "Payment Centers," or call 1-866-366-4357.

Convenience fee of \$1.50 will be charged by a third party service provider.

All Authorized Payment locations accept cash and money order.

Some locations may accept personal or business checks at their discretion.

Obtain a paper receipt for your records.

Credit Card, Debit Card, Purchasing Card or eCheck*

Pay online at DominionEnergy.com, search "Credit Card," or call 1-833-281-1507.

Convenience fee and transaction limits.

- \$1.65 per transaction for residential customers (up to \$1,000 per transaction)
- \$14.95 per transaction for non-residential customers (up to \$15,000 per transaction)
- Fee charged by Paymentus Corporation, a third party vendor

Retain your payment confirmation number for your records.

*eCheck Option only available over the phone

Please detach and return this payment coupon with your check made payable to Dorrinion Energy North Carolina

Construction Payment Coupon

Notification Date: February 4, 2021

Please Pay Upon Receipt \$5,266.79

Amount	Enclosed

Account No. 7923638279

DONALD HILLS 903 FAULCON RD LITTLETON, NC 27850

Send Payment to:

Dominion Energy North Carolina P.O. BOX 27206 RICHMOND, VA 23261

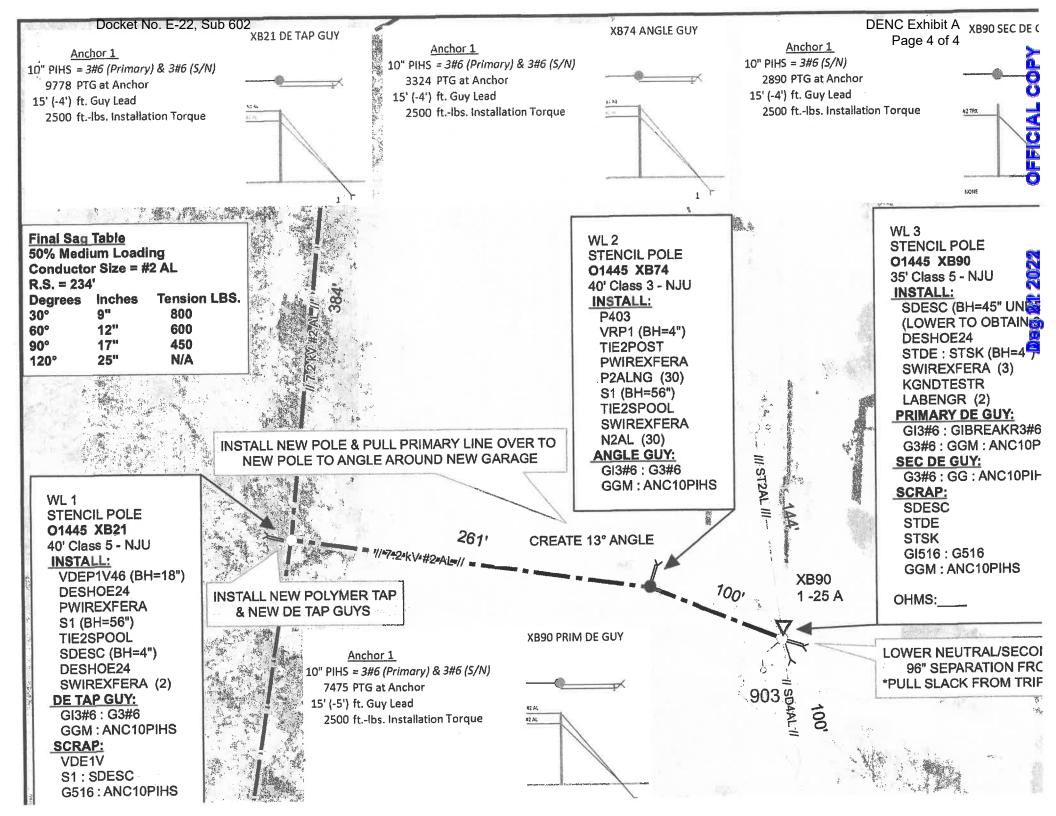


Exhibit B

Email from North Carolina Utilities Commission—Public Staff Tommy Williamson to Company dated May 25, 2021 From: Williamson, Tommy C

Sent: Tuesday, May 25, 2021 2:42 PM

To: Matt W Hirschberg (DEV Trans Distribution - 1); Sherry G Easter (DEV Trans Distribution - 1)

Cc: Damon J Rodgers (DEV Trans Distribution - 1)

Subject: [EXTERNAL] RE: [External] RE: Contact Information

This is an EXTERNAL email that was NOT sent from Dominion Energy. Are you expecting this message? Are you expecting a link or attachment? DO NOT click links or open attachments until you verify them

Good afternoon, all. I spoke with the customer today.

He conveyed to me that he believes that Dominion's facilities were sub-standard prior to the recent work performed to allow construction of his barn. He believes he is paying for the work that realigned the service and brought Dominions facilities up to the current construction standard.

He believes he should pay no more than \$2,000.00 for the work at his property. If that cannot be achieved, then he plans to file a formal complaint with the Commission.

Exhibit C

Virginia Electric and Power Company d/b/a Dominion Energy North Carolina Easement

556.1

A CARSOL DOWN

918 PAGE 170 Vepco Form No. 112-A 10-1-54

STATE OF NORTH CAROLINA

THIS AGREEMENT, made this 17th day of December 19 75, between Nena F. Barrett, Administratrix, with power to convey real estate, acting under terms of an agreement dated November 29, 1972 recorded in the Clerk's Office of the Circuit Court of Halifax County, North Carolina, filesNo. 72E220 of Littleton , North Carolina, hereinafter called Owner ("Owner" wherever used herein being intended to include the grantors whether one or more or masculine.

or feminine), and Virginia Electric and Power Company, a corporation duly organized and doing business under the laws of Virginia, and qualified to do business under the laws of North Carolina, hereinalter called

"Company."

That for the sum of One Dollar (\$1.00), and other valuable considerations, the receipt whereoft is hereby acknowledged, Owner grants unto Company, its successors and assigns, the right, privilege and easement of right of way to construct, operate and maintain a pole line for transmitting and distribution purtenances desirable in connection theretical telephone. telephone wires and attachments of any other company, over, upon and across the lands of Owner, situated in

Halifax County, North Carolina, as shown on Plat No. CEHXC1975-16 hereto attached and made a part of this agreement; the location of said right of way being shown in broken lines on said plat.

The facilities erected hereunder shall remain the property of Company. Company shall have the right to inspect, rebuild, remove, repair, improve, relocate on the right of way above described, and make such changes, alterations, substitutions, additions to or extensions of its facilities as Company may from time to time deem advisable, including the right to increase or decrease the number of wires.

Company shall at all times have the right to trim, cut and keep clear all trees, limbs, undergrowth and other obstructions along said pole line or adjacent thereto that may endanger the safe and proper operation of its facilities. All_trees and_limbs cut by Company at any time shall remain the property of Owner. Trees cut by Company with merchantable trunks six inches or more in diameter will be cut into lengths of not less than four feet when requested by Owner and will be placed in piles separate from other trees, limbs and undergrowth cut by Company.

For the purpose of constructing, inspecting, maintaining or operating its facilities, Company shall have the right of ingress to and egress from the right of way over the lands of Owner adjacent to the right of way and lying between public or private roads and the right of way in such manner as shall occasion the least practicable damage and inconvenience to Owner.

Company shall repair damage to roads, fences or other improvements and shall pay Owner for other damage done in the process of the construction, inspection, or maintenance of Company's facilities, or in the exercise of its right of ingress and egress; provided Owner gives written notice thereof to Company within thirty days after such damage occurs.

The Owner covenants that he is seized of and has the right to convey the said easement of right of way, rights and privileges; that Company shall have quiet and peaceable possession, use and enjoyment of the aforesaid easement of right of way, rights and privileges, and that Owner shall execute such further assurances thereof as may be required.

With 18 Best 18 BAR

WITNESS the following signature..... and seal.....

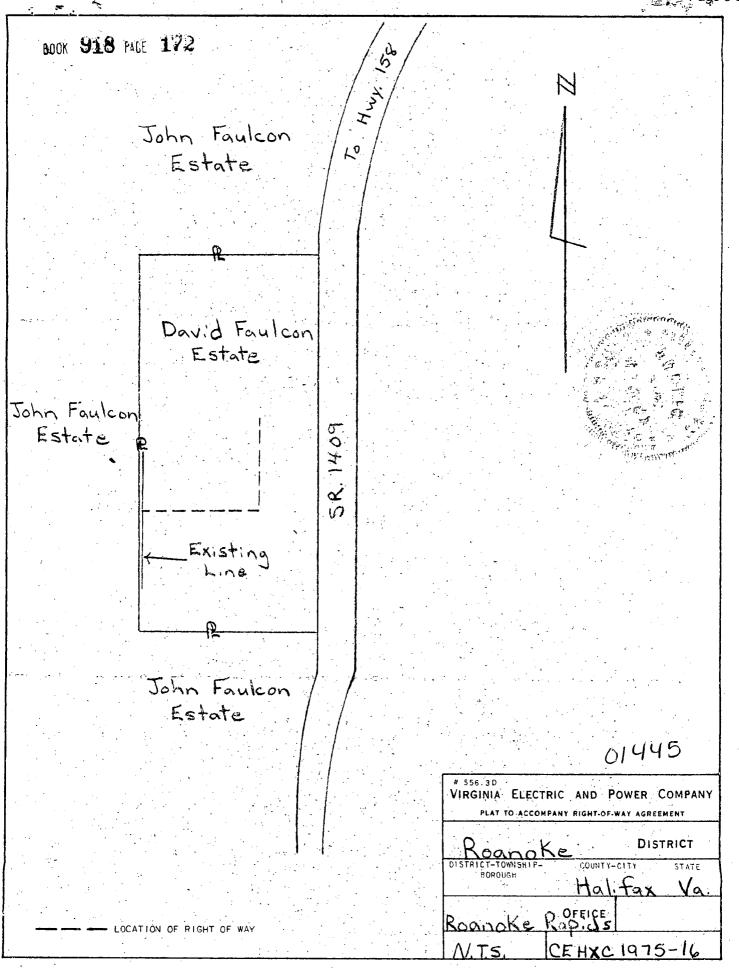
B. Barrett

STATE OF NORTH CAROLINA I, Harry 5. Ross, a Notary Public, do hereby certify that personally appeared before me this day and acknowledged the execution of the foregoing instrument. Witness my hand and notarial seal this 17th day of December, 1975. My commission expires December 3, 1978 The foregoing certificate of Harry SarRoss of Notary Public of Warren co County, is adjudged to be correct. Let the instrument, with the certificate, be registered a control mayor.

Witness my hand this 19 day of Jan., 19.76.

Recorded 9 A. M.

By Mary E. Warren Deputy



COUNTY OF

TO

VIRGINIA ELECTRIC AND POWER COMPANY

RIGHT OF WAY

of January , 1976, at 9 of the Register of Deeds for Halifax. County, N. C., this 19 day of famuary, 1976, at 9 o'clock H. M., in Book 2/8 of Deeds, on Page................................., etc. 8. Uzzell Register of Deeds.

Exhibit D

Initial Work Request Ticket and Notes from Discussions with Complainant

Comments		
Date	Name	Remarks
02/09/2021	Cynthia G Odom	Ticket # A210402516
		WRK: 2/13/21
		UPD: 2/25/21
		EXP: 3/2/21
01/29/2021	Seth C Wright	MET CUSTOMER TODAY, CUSTOMER HAS BUILT A NEW SHOP UNDER DOMINION'S
		PRIM/NEUT. CUSTOMER WAS UNDER THE IMPRESSION WE WOULD MOVE THIS FOR
		FREE. I WILL LOOK FOR OUR EASEMENT AND START ON THE DESIGN
01/28/2021	WMIS ADMINISTRATION ACCOUNT	PLEASE CONTACT CUST TO MOVE LINES

Exhibit E

Photograph Detailing Proximity of Complainant's Barn to Line



Exhibit F

Virginia Electric and Power Company d/b/a Dominion Energy North Carolina Workorder

General Information

Work Request Number	10434098
Entered By	INTERFACE MAN
Work Request Status	Construction Completed
Work Request Name	DONALD H HILLS
Work Request Type	DWFO - Work For Others
Work Request Description	RELOCATE PRIMARY LINE TO AVOID NEW BUILT SHOP
Comments PLEASE CONTACT CUST TO N	MOVE LINES

Work Request Location

Location Address	903 FAULCON RD LITTLETON, NC 27850
Driving Directions	
Public Map Book	

Dominion Energy Contact

Name	Joseph W Williams
Phone	(252) 308-1035
Email	
Office	Roanoke Rapids Construction

Work Request Dates

Site to Be Ready By	
Desired Completion	
Scheduled Start	02/26/2021
Scheduled Completion	03/05/2021
Projected Completion	03/05/2021
Construction Complete	02/26/2021

Work Request Task Status

℃ How do I know my site is ready?

Task	Description	Complete	Completion Date
(1010)	WORK REQUEST INITIATED	•	01/28/2021
(1020)	INFORMATION REQUIRED FOR DESIGN RECEIVED	✓	02/03/2021
(4010)	DESIGN/PROJECT APPROVED	✓	02/05/2021
(7005)	Customer Confirmed Site Ready	✓	02/09/2021
(7020)	Work Schedule Established	✓	02/08/2021
(9060)	CONSTRUCTION COMPLETE	✓	02/26/2021

Exhibit G

Breakdown of Costs Charged for Workorder

Docket No. E-22, Sub 602

DENC Exhibit G

Page 1 of 2

Report Number: 148 Apr 21, 2021

WMIS Work Request Compatible Unit Cost Estimate

WR#: <u>10434098</u> Revision #: <u>1</u>

Customer: DONALD H HILLS Customer #: 716225969

Address: 903, FAULCON RD LITTLETON NC-27850

WR Description: RELOCATE PRIMARY LINE TO AVOID NEW BUILT SHOP

Local District Code: 61C1
Owner: Joseph W Williams

WR Type: (DWFO) CMPLX DSGN WORK FOR OTHERS

Assembly ID	Assembly/Description	Action	иом	Qty (Hot)	Qty (Cold)	Labor	Assembly Costs Vehicle/Equip	 Material
ANC10PIHS	ANCHOR 10" PI 10000# HS	Scrap	EA	0		\$145.10	\$35.08	\$0.00
ANC10PIHS	ANCHOR 10" PI 10000# HS	Install	EA	0		\$377.64	\$91.30	\$0.00
DESHOE24	DEADEND SHOE 246 AL STRT	Install	EA	3	0	\$191.04	\$46.19	\$0.00
G3#6	5/16 IN ALUMOWELD DOWN GUY	Install	EA	4	0	\$1,253.88	\$303.17	\$0.00
G516	5/16 IN UNINSULATED DOWN GUY	Scrap	EA	2	0	\$422.27	\$102.10	\$0.00
GG	GUY GUARD	Install	EA	0	1	\$28.61	\$6.92	\$0.00
GGM	GUY GUARD, MULTIPLE	Scrap	EA	0	1	\$38.78	\$9.38	\$0.00
GGM	GUY GUARD, MULTIPLE	Install	EA	0	3	\$155.13	\$37.51	\$0.00
GI3#6	5/16 IN INSULATED ALUMOWELD DOWN GUY, CONTAMINATED	Install	EA	3	0	\$940.41	\$227.38	\$0.00
GI516	5/16 IN INSULATED DOWN GUY	Scrap	EA	1	0	\$211.13	\$51.05	\$0.00
GIBREAKR3#6	ADDITIONAL GUY BREAKER 3#6"	Install	EA	1	0	\$152.16	\$36.79	\$0.00
KGNDTESTR	GROUND TESTER - STRAIGHT TIME	Install	EA	0	1	\$129.28	\$31.26	\$0.00
LABENGR	LABOR-HR ENGINEERING SERVICES	Install	EA	0	2	\$258.55	\$25.03	\$0.00
N2AL	#2 BARE AL 1/C NEUTRAL	Install	FT	0	30	\$19.39	\$3.75	\$5.44
P2ALNG	#2 BARE AL 1/C PRI, NON-GRAPHIC	Install	FT	0	30	\$22.49	\$5.44	\$5.44
P403	POLE 40 FT WOOD, CLASS 3 CCA	Install	EA	0	1	\$262.69	\$63.52	\$338.09
PWIREXFERA	TRANSFER PRIMARY WIRE < 4/0	Install	EA	2	0	\$233.52	\$56.46	\$0.00
S1	SECONDARY CLEVIS 1/C	Scrap	EA	1	0	\$47.33	\$11.45	\$0.00
S1	SECONDARY CLEVIS 1/C	Install	EA	2	0	\$129.38	\$31.28	\$0.00
SDESC	SEC STRAIN CLAMP DEADEND	Install	EA	2	0	\$74.49	\$18.02	\$0.00
SDESC	SEC STRAIN CLAMP DEADEND	Scrap	EA	2	0	\$44.73	\$10.82	\$0.00
STDE	TRIPLEX DEADEND	Install	EA	1	0	\$11.18	\$2.71	\$0.00
STDE	TRIPLEX DEADEND	Scrap	EA	1	0	\$8.04	\$1.94	\$0.00
STSK	SECONDARY TRIPLEX SLACK	Install	EA	1	0	\$11.18	\$2.71	\$0.00
STSK	SECONDARY TRIPLEX SLACK	Scrap	EA	1	0	\$8.04	\$1.94	\$0.00
SWIREXFERA	TRANSFER SER/SVC < OR = 1/0	Install	EA	6	0	\$374.72	\$90.62	\$0.00
TIE2POST	DIST TIE #2 ONE POST	Install	EA	1	0	\$8.83	\$2.13	\$0.00
TIE2SPOOL	DIST TIE #2 SEC SPOOL	Install	EA	2	0	\$120.36	\$29.09	\$0.00
VDE1V	VERTDE 1P TAP FM VERT	Scrap	EA	1	0	\$84.91	\$20.53	\$0.00
VDEP1V46	VERT DE 1P 46 kV POLY DIST CLASS	Install	EA	1	0	\$118.35	\$28.62	\$29.41
VRP1	VERT TANGENT POST 1PH	Install	EA	1	0	\$288.55	\$69.77	\$20.08
Totals: Design Specifications (Lab	or, Vehicle/Equipment, and Material)					\$6,172.18	\$1,453.96	\$398.46

*** Note: Totals may not match Estimate Due to update in Material Items after Estimation and Rounding

Dominion

Page 1 of 2

8:48:47 AM

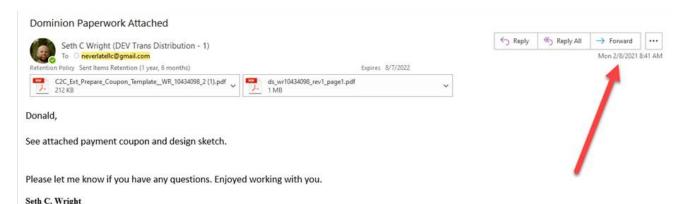
Report Number: 148 Apr 21, 2021

WMIS Work Request Compatible Unit Cost Estimate
WR#: 10434098 Approved Revision #: 1

Customer Contributions w/Credits And Taxes			
Work Requests Estimated Total costs (Non Betterment):			\$4,359.37
Revenue Credit:		\$0.00	
Customer Contribution for Costs > Revenue Credit:			\$4,359.37
Differential Charge:			\$0.00
Removal Of Adequate Facilities:			\$0.00
Subtotal: Customer Contribution			\$4,359.37
Estimated Fair Market Value (Customer Provi		\$0.00	
Tax Effects Recovery Factor (TERF):			\$562.87
Sales Tax:			\$344.56
Total Customer Contribution:			\$5,266.80
Dominion	Page 2 of 2	8	:48:47 AM

Exhibit H

Email from DENC Employee Communicating Construction Payment Invoice to Complainant on February 8, 2021



Seth C. Wright

Dominion Energy
Customer Project Designer II
Roanoke Rapids Office
200 Vepco Street
Roanoke Rapids, NC 27870
Office: 252-308-1041
Cell: 252-326-9431

Need a load letter or a blue book?



CERTIFICATE OF SERVICE

I hereby certify that a copy of the foregoing <u>Answer and Motion to Dismiss</u>

<u>Complaint of Donald H. Hills</u>, as filed in Docket No. E-22, Sub 602, was served electronically or via U.S. mail, first-class, postage prepaid, upon all parties of record.

This, the 2nd day of August, 2021.

/s/Kristin M. Athens

Kristin M. Athens McGuireWoods LLP 501 Fayetteville Street, Suite 500 PO Box 27507 (27611) Raleigh, North Carolina 27601 Telephone: (919) 835-5909 kathens@mcguirewoods.com

Attorney for Virginia Electric and Power Company, d/b/a Dominion Energy North Carolina

To whom it concerns,

Please find 15 requested copies of my filing... the top two have pictures attached (second one shows why only able to attach two) You are welcome to do a " sight survey " or request additional pictures ...the work that they left shows how shoddy the previous work was

9-4-2







June 29th, 2021

1) Chief Clerk

North Carolina Utilities Commission

4325 Mail Service Center

Raleigh, NC.27699-4300

2) Donald H Hills

903 Faulcon Rd

Littleton, NC 27850

(518)469-0573 or (518)469-7857

Neverlatellc@gmail.com

3) Dominion Energy North Carolina

PO Box 27206

Richmond, Va.23261

VPCustomerExperience@dominionenergy.com

4) I filled a formal complaint on March 10, 2021.. in writing using prescribed format. After aprox a month or so , I was contacted by Tommy Williamson (919-733-2267), and he said "he would reach out to his "contacts" at Dominion and get back to me in a week" ...Two + weeks later I called him back and he said" he would have someone at dominion call me directly and try to find a resolution" 3+ weeks later I called Tommy and he said "Prolly not gonna happen , I would have to try the next step"(please understand , My problem is not with Tommy ...He was "spot on in his handling this situation) Dominion on the other hand was very unhelpful...

5) Sirs,

I'm bringing to your attention a job performed on my property. First and foremost, most of the work performed was to remediate substandard work preformed from past, and charges were inflated due to what Seth (project planner, site survey, point man) said.." the high costs were due to job needing to be done "hot"" If this job was done in a logical manner, only a very low percentage would need to be done" hot "furthermore, new guy wires were installed on "main line" pole, and TWO, on pole by my house (a pole that carried tension from old excessively long service. And improperly secured as pole that leaned) Its my position, if original installation was done properly. (excessive span from my pole to main line ... TOO LOW PRIOR TO WORK) combined with failure to follow property lines, NONE of this work would have been necessary! At this point, BOTH neighbors poles lean (house closer to rt 158 excessively) new pole and my pole have a slight lean to them. I have TWO obtrusive guy wires to support a very short span to new pole (side spans offset each other) In my original letter, and in subsequent conversations with Tommy Willimson(919-733-2267), I indicated a refund of \$3766.79 would make me happy.. and any relief will help.. Its my position now, a full refund, and removal of guy wires from my pole is what I seek. I can and will submit one set of photographs to support my position

In closing, my original complaint was delayed due to me not wanting to delay job start (the only thing i'm happy with! Job started and completed in a timely manner) .. combined with a boiler explosion on 02/09/21...Then this complaint was delayed due to me dealing with my sisters untimely death.

Thanks in advance for your attention with regards to this matter.

This document is verified by Donald H Hills

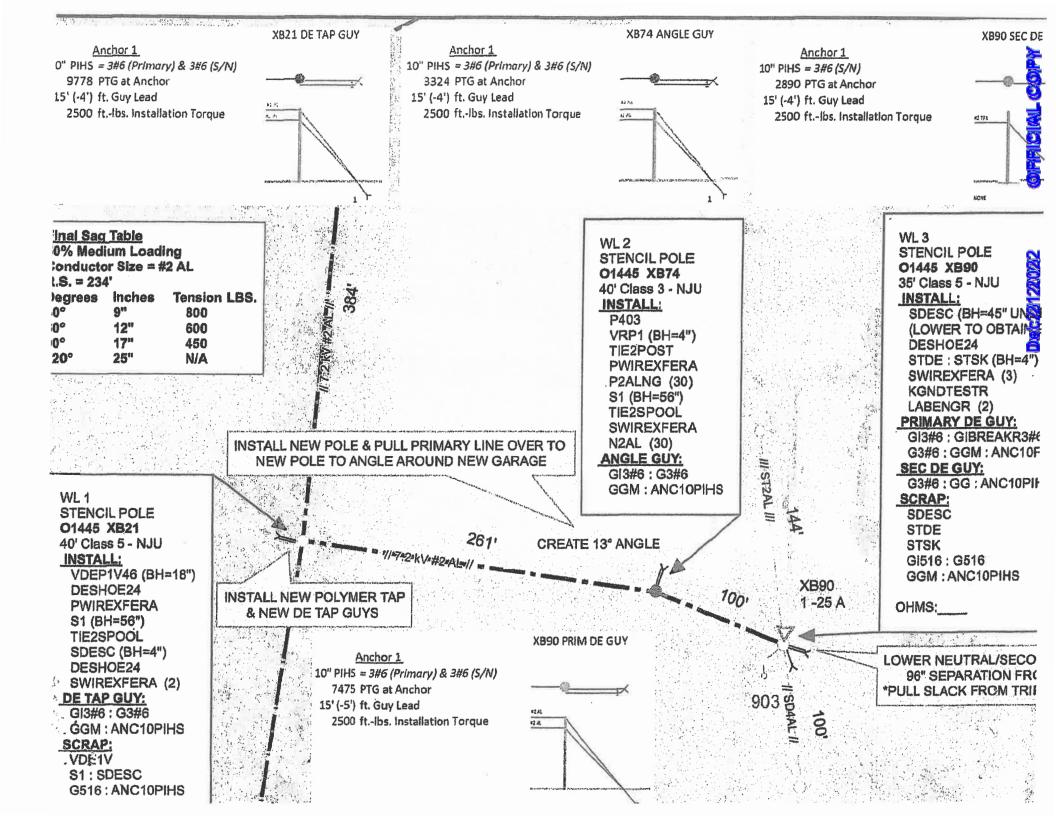
Donald H Hills

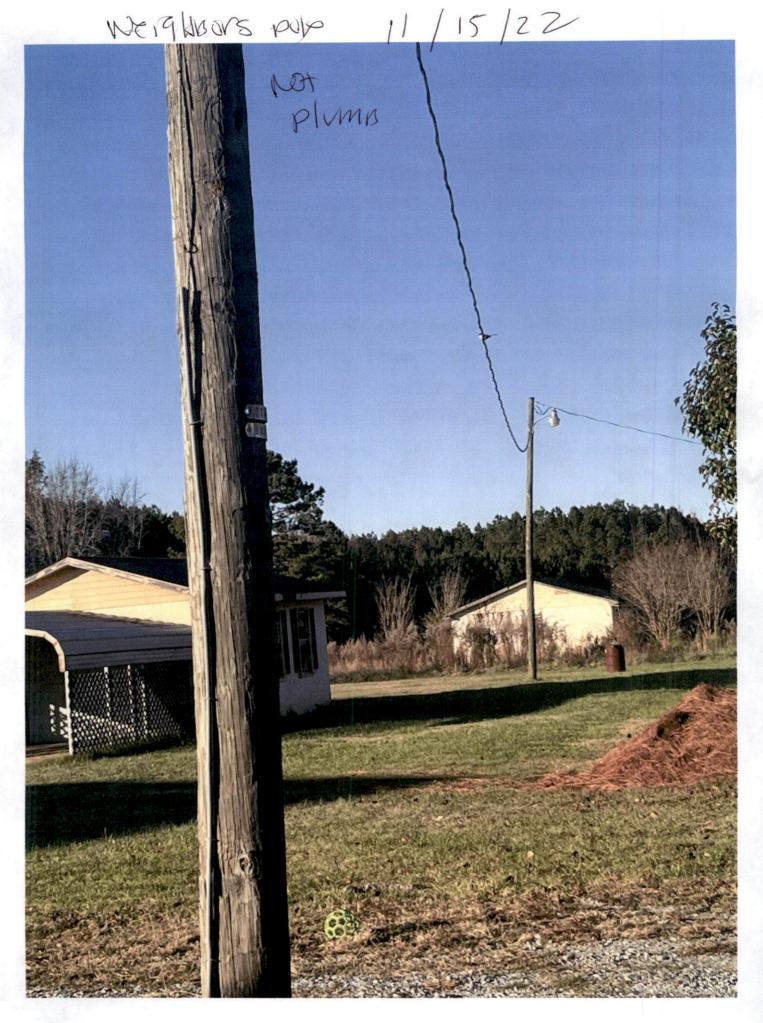
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July 160, 2001

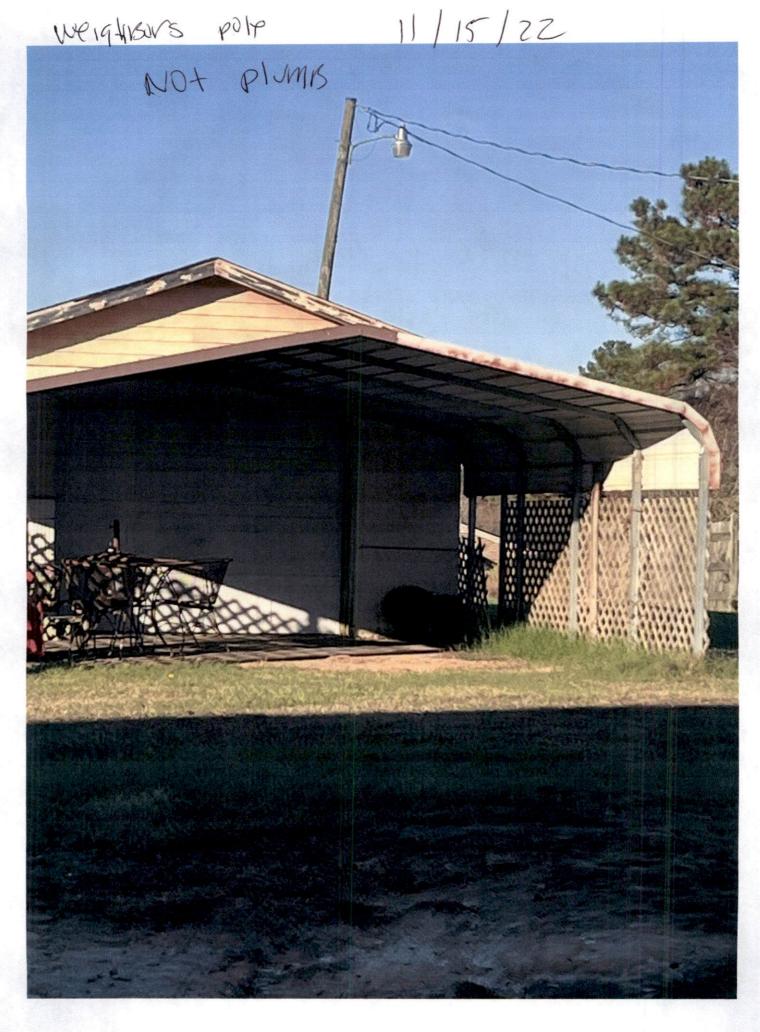
KEVIN M. LANE
Notary Public, State of New York
Qualified in Albany County
Reg. No. 01LA6241939

My Commission Expires May 31, 20_

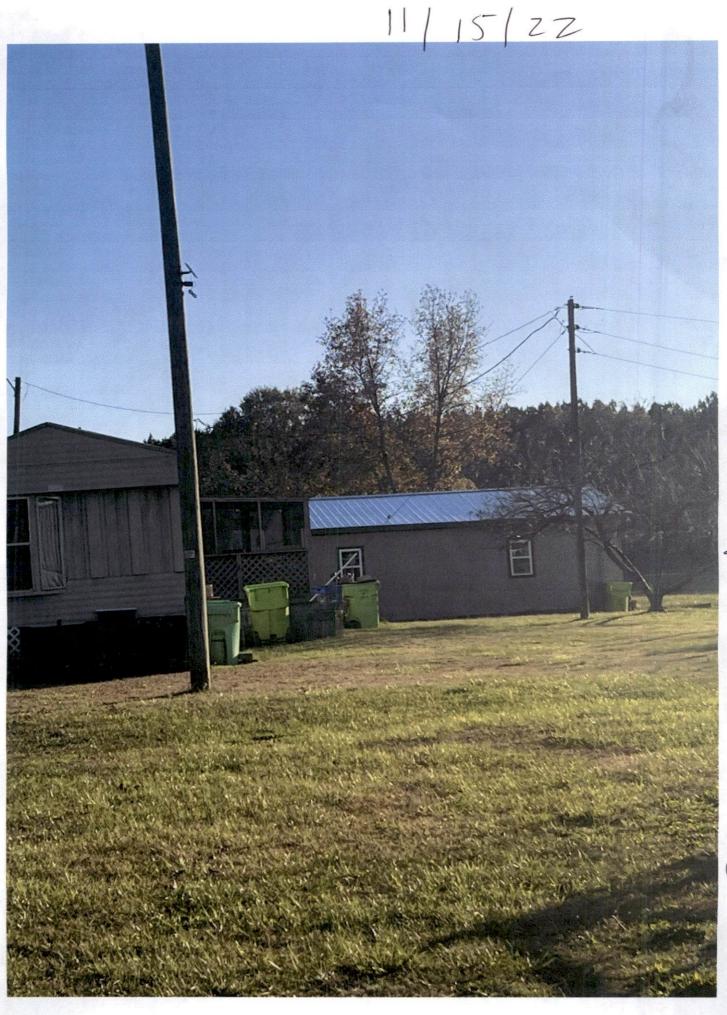




Dec 21 2022











Dec 21