

Dominion Virginia Power
P.O. Box 26666, Richmond, VA 23261-6666
Web Address: www.dom.com



January 11, 2008

Robert E. Donaldson
Treasurer, Tollgate Association
118 Tollgate Way
Falls Church, Virginia 22046

Dear Mr. Donaldson:

Thank you for your follow-up letter, which I recently received. You expressed concern that the information we provided did not accurately reflect momentary interruptions you have experienced.

Momentary interruptions that occur at the substation breaker are posted to our customer records, while momentary interruptions that occur at the recloser level are not automatically recorded on the customer records. The interruptions you listed on your letter occurred at the recloser.

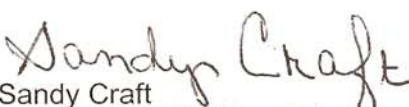
As you may be aware, reclosers are devices that protect electric lines and keep the power from going off for more than just a moment when there is a temporary fault on the line. For example, if a small animal or tree limb momentarily comes in contact with the line, service is automatically interrupted to protect the lines from damage and allows the flow of electricity to continue with a momentary interruption instead of a more lengthy power interruption.

We can appreciate your frustration especially on November 22, 2007 when you listed several interruptions. I have shared your concerns with our Reliability Group who confirmed high winds on November 22. Again, had the recloser not been in place, there would have very likely been an extended power outage.

We understand our customers have sensitive equipment, such as computers. Since Dominion Virginia Power is unable to guarantee uninterrupted service, you may wish to consider installing an uninterruptible power supply (UPS) on your computer. This will help eliminate the possibility of losing data should a momentary interruption occur if you are working on your computer.

Mr. Donaldson, again, thank you for your letter and allowing us the opportunity to provide you with additional information.

Sincerely,


Sandy Craft
Customer Relations Program Specialist

Cc: Mr. Thomas F. Farrell, II