

**From:** Bellamy, Mark  
**Sent:** Wednesday, August 12, 2020 11:03 AM  
**To:** Schott, Heather  
**Cc:** Morgan, Neil; Hersh, Paula  
**Subject:** FW: [EXTERNAL] UPDATE: Williamsburg District Smart Meter Installation Starting  
**Attachments:** Picture (Device Independent Bitmap) 1.jpg

For Friday's BOS package. A previous message on this topic had been shared with the BOS July 17. Thanks, M

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**From:** crystal.b.bright@dominionenergy.com <crystal.b.bright@dominionenergy.com>  
**Sent:** Wednesday, August 12, 2020 9:02 AM  
**To:** 'Andrew Trivette' <ATrivette@williamsburgva.gov>; 'Scott Stevens' <Scott.Stevens@jamescitycountyva.gov>; 'Jason Purse' <Jason.Purse@jamescitycountyva.gov>; Morgan, Neil <Neil.Morgan@yorkcounty.gov>; Bellamy, Mark <bellamy@yorkcounty.gov>; 'Rodney A. Hathaway' <rahathaway@newkent-va.us>; 'Justin M. Stauder' <jmstauder@newkent-va.us>; 'David Eagle' <deagle@williamsburgva.gov>; 'Larry Snyder' <LSnyder@williamsburgva.gov>; 'Sara Ruch' <Sara.Ruch@jamescitycountyva.gov>; Kopczynski, Stephen <kopczyns@yorkcounty.gov>; 'Richard Opett' <raopett@newkent-va.us>  
**Subject:** [EXTERNAL] UPDATE: Williamsburg District Smart Meter Installation Starting

Good morning,

I want to remind you that our smart meter installation happening in our Williamsburg district will begin on Monday, August 17<sup>th</sup>. These areas include the city of Williamsburg, James City County, parts of York County, and a portion of New Kent County. So far, we have mailed approximately 4,800 postcards to the customers who will be getting these new meters on Monday. Approximately 2-4 weeks before each scheduled installation, we will send postcards to customers, letting them know our plan. We will hang a doorhanger at each home on the day of installation.

We will install a few hundred meter exchanges each week, eventually working up to about 2,500 to 5,000+ exchanges each week until we complete some time in mid-December.

More information about our smart meters can be found here: [www.DominionEnergy.com/smartmeters](http://www.DominionEnergy.com/smartmeters).

If you have any questions regarding this smart meter exchange process, please let me know.

**Crystal B. Bright**  
 External Affairs Representative III  
 State and Local Affairs – Virginia

Dominion Energy Services, Inc.  
 4059 Ironbound Road, Williamsburg, VA 23188  
 Mailing Address: P.O. Box 26666, Richmond, VA 23261  
 C: 757-377-1537




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**From:** Crystal B Bright (Services - 6)

**Sent:** Wednesday, July 15, 2020 12:59 PM

**To:** 'Andrew Trivette' <[ATrivette@williamsburgva.gov](mailto:ATrivette@williamsburgva.gov)>; 'Scott Stevens' <[Scott.Stevens@jamescitycountyva.gov](mailto:Scott.Stevens@jamescitycountyva.gov)>; 'Jason Purse' <[Jason.Purse@jamescitycountyva.gov](mailto:Jason.Purse@jamescitycountyva.gov)>; 'Morgan, Neil' <[Neil.Morgan@yorkcounty.gov](mailto:Neil.Morgan@yorkcounty.gov)>; 'Bellamy, Mark' <[bellamy@yorkcounty.gov](mailto:bellamy@yorkcounty.gov)>; Rodney A. Hathaway <[rahathaway@newkent-va.us](mailto:rahathaway@newkent-va.us)>; Justin M. Stauder <[jmstauder@newkent-va.us](mailto:jmstauder@newkent-va.us)>; 'David Eagle' <[deagle@williamsburgva.gov](mailto:deagle@williamsburgva.gov)>; Larry Snyder <[LSnyder@williamsburgva.gov](mailto:LSnyder@williamsburgva.gov)>; Sara Ruch <[Sara.Ruch@jamescitycountyva.gov](mailto:Sara.Ruch@jamescitycountyva.gov)>; 'Kopczynski, Stephen' <[kopczyns@yorkcounty.gov](mailto:kopczyns@yorkcounty.gov)>; 'Richard Opett' <[raopett@newkent-va.us](mailto:raopett@newkent-va.us)>

**Subject:** UPDATE: Williamsburg District Smart Meter Installation

Good afternoon,

I hope you all are doing well and continuing to stay safe. I have an update on our Smart Meter installation in our Williamsburg service area, which includes James City County, parts of York County and a section of New Kent County.

The equipment needed to run these smart meters that I described in my April 9<sup>th</sup> email below have been installed on various poles across the area. The next step will be to exchange our customers' current meters with a new Smart Meter starting on Monday, August 17<sup>th</sup>. This type of meter would be the same kind of meter installed in our Colonial Williamsburg area a few years ago.

Customers will receive a postcard from Dominion Energy letting them know about this upcoming exchange. Customers do have the right to opt out of having their meters exchanged. Before work is done, our contractor that will be performing this work will alert the customer and maintain social distance while speaking with them to let them know they are there to exchange their meter. If the time to make the exchange is not convenient for the customer, the contractor will set up an appointment time that does work. In these times, many customers are still working from home. Losing power, even if it is only three minutes (the average time it takes to make a seamless exchange without issues), can cause loss in work productivity. We do not want to disrupt our customers' lives.

When finalized, I will send you a brief presentation that gives an overview of this project, a map of the area that will be affected with this meter exchange effort, and the benefits our customers will gain with these new meters.

If you have any questions or issues regarding this meter exchange project, please do not hesitate to contact me.

Thank you,

**Crystal B. Bright**

External Affairs Representative III  
State and Local Affairs – Virginia

Dominion Energy Services, Inc.  
4059 Ironbound Road, Williamsburg, VA 23188  
Mailing Address: P.O. Box 26666, Richmond, VA 23261  
C: 757-377-1537

<< OLE Object: Picture (Device Independent Bitmap) >>

**From:** Crystal B Bright (Services - 6)  
**Sent:** Thursday, April 9, 2020 10:29 AM  
**To:** 'Andrew Trivette' <[ATrivette@williamsburgva.gov](mailto:ATrivette@williamsburgva.gov)>; 'Scott Stevens' <[Scott.Stevens@jamescitycountyva.gov](mailto:Scott.Stevens@jamescitycountyva.gov)>; 'Jason Purse' <[Jason.Purse@jamescitycountyva.gov](mailto:Jason.Purse@jamescitycountyva.gov)>; 'Morgan, Neil' <[Neil.Morgan@yorkcounty.gov](mailto:Neil.Morgan@yorkcounty.gov)>; 'Bellamy, Mark' <[bellamy@yorkcounty.gov](mailto:bellamy@yorkcounty.gov)>; 'Rodney A. Hathaway' <[rahathaway@newkent-va.us](mailto:rahathaway@newkent-va.us)>; 'Justin M. Stauder' <[jmstauder@newkent-va.us](mailto:jmstauder@newkent-va.us)>  
**Subject:** Williamsburg Smart Meter Installation

Good morning,

I hope you all are doing well and staying safe during this COVID-19 pandemic. I wanted to make you aware of some installations taking place. With many residents now homebound, you may receive calls about this work.

At Dominion Energy, we know our customers depend on us to deliver electricity safely and reliably every day. We're taking all necessary steps to continue providing the energy you need, while also protecting the health of our employees and contractors and supporting the national effort to manage the spread of the coronavirus.

I wanted to update you on some work occurring on our electric distribution system within the footprint of our Williamsburg Regional Office. We are currently **installing communication devices** on our electric poles as part of our continued deployment of advanced metering infrastructure.

Communication devices are being installed now through the end of April at approximately 100 locations across the Williamsburg Office footprint.

**NexGen** is the contractor conducting this work on behalf of the Dominion Energy Virginia.

NexGen contractors practice social distancing in the field, following COVID-19 protocols. They work as a team of two and have very limited interaction with the public since they are simply installing devices on Dominion Energy poles.

We are taking all necessary steps to make sure our facilities remain fully operational and continue delivering electricity to our customers around the clock. Please contact me if you have any questions.

Thank you, and please stay safe.

**Crystal B. Bright**  
External Affairs Representative III  
State and Local Affairs – Virginia

Dominion Energy Services, Inc.  
4059 Ironbound Road, Williamsburg, VA 23188  
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<< OLE Object: Picture (Device Independent Bitmap) >>

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