

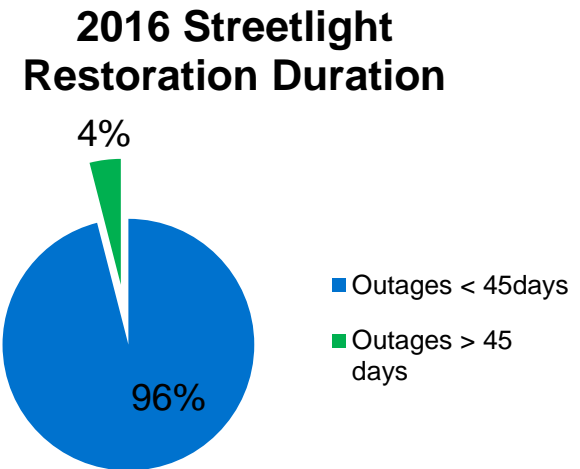
Dominion Energy Streetlight Data

2016:

- 57% restored within 5 days
- 81% restored within 2 weeks
- **Only 4%** took longer than 45 days to restore
 - Ongoing construction
 - Redesign due to redevelopment or road improvements
 - Requirement for specialized crew
 - Third party damage

Re-lamping Initiative:

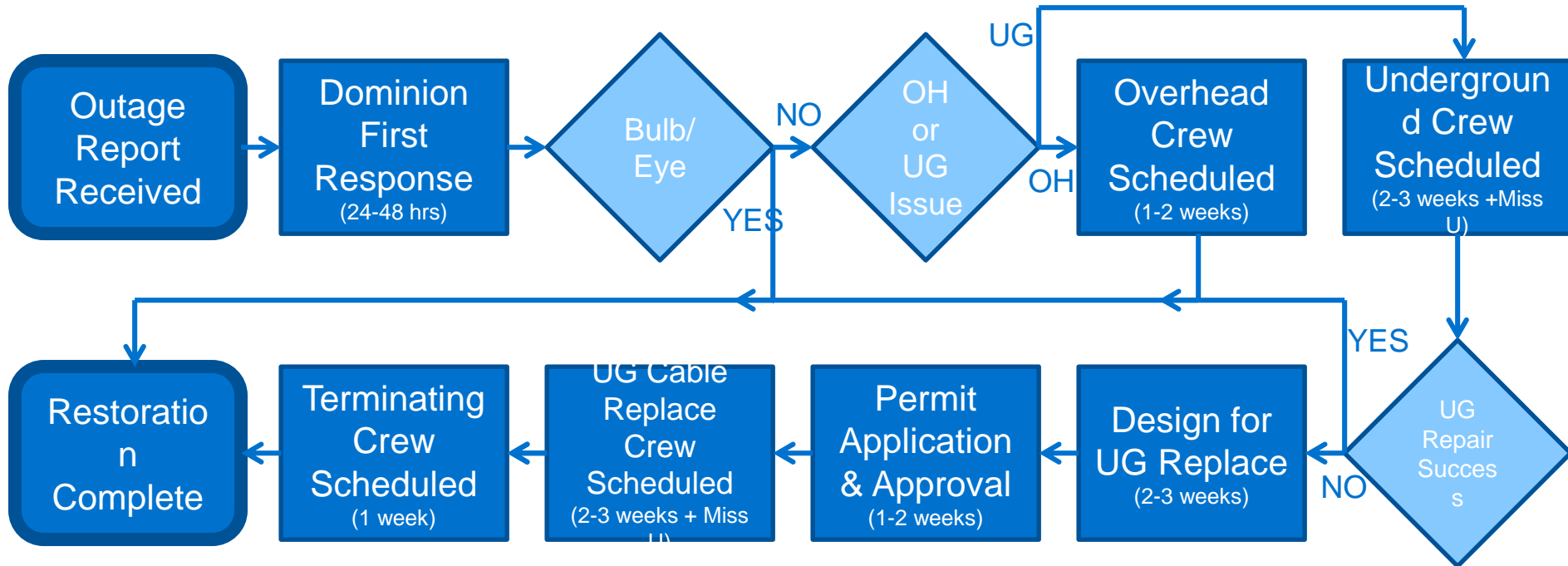
- Dominion proactively relamps approximately 2,300 streetlights annually
- Health Check on Streetlight and Pole, Outage Report, MV-SV conversions



Streetlight Restoration Process

Process Improvement:

- Quarterly updates with Arlington County
- Permitting Assistance from County
- Local Design Assistance for Complex Projects



Customer Service: Reporting an Outage

County/Muni Customers:

- Streetlight Outage Reporting System

Residential Customers:

- Call us at 866-DOM-HELP (866-366-4357) or [email us to report the outage](#).
- **Provide the pole number**



Pole Wraps:

