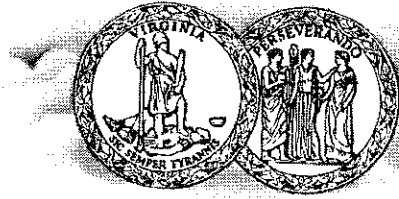


MARK C. CHRISTIE
COMMISSIONER

JAMES C. DIMITRI
COMMISSIONER

JUDITH WILLIAMS JAGDMANN
COMMISSIONER

COMMONWEALTH OF VIRGINIA



JOEL H. PECK
CLERK OF THE COMMISSION
P.O. BOX 1197
RICHMOND, VIRGINIA 23218-1197

STATE CORPORATION COMMISSION

November 16, 2011

Re: Collection of Monthly Bills by Electric and Natural Gas Utilities

Dear


With the advent of the winter heating season, monthly charges to many residential electric and gas customers may sharply increase because of increased usage and, in some cases, higher rates. In addition, the continued difficulties and challenges with the national, state, and local economies coupled with higher usage during the heating season make it likely that higher than normal delinquencies may continue.

Because of our concern for the welfare of those who may be overburdened as a result of higher utility bills, the Commission is again strongly urging each utility to continue its efforts to make such arrangements as are reasonably practicable to avoid service terminations during the extremes of winter weather. Further, we request that all utility companies assist their customers where possible in availing themselves of energy assistance programs. Finally, we have asked our Division of Energy Regulation to continue collecting information relative to delinquencies and service terminations. We request that you make every effort to assist them in this regard.

November 16, 2011
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If special problems arise that appear to warrant Commission guidance, please contact the Commission's Division of Energy Regulation. Under all circumstances, the well-being of Virginia's citizens must be given first priority, and we urge your cooperation to that end.

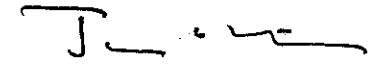
Sincerely,



Judith Williams Jagdman, Chairman



Mark C. Christie, Commissioner



James C. Dimitri, Commissioner

c: Mr. William F. Stephens, Director – Division of Energy Regulation
Mr. Timothy R. Faherty, Manager, Consumer Services – Division of Energy Regulation