

Dominion Virginia Power

Wire Down Process

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Dominion Wire Down Identification



*Electric,
Telephone,
Cable or
Other?*

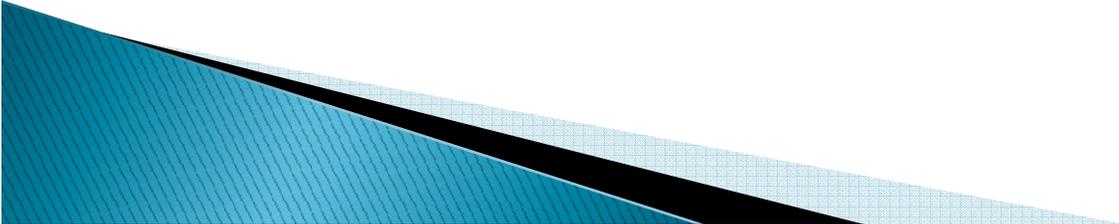


Dominion Wire Down Identification: ***Confirmed***

- ▶ Electric power conductor and cables
- ▶ Yellow marking tape
- ▶ Yellow tape reads “CAUTION Dominion”
- ▶ Used to mark Dominion Virginia Power wire down

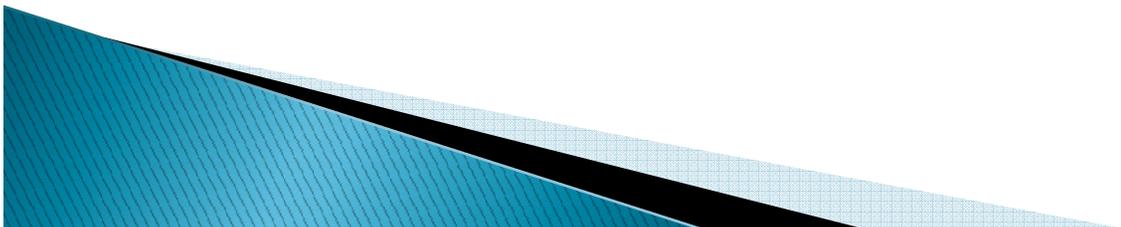


Dominion Wire Down Example



Non-Dominion Wire Down Identification

- ▶ Communications cables – cable, telephone or other
- ▶ Orange marking tape reads “CAUTION Dominion”
- ▶ Mark wire down that does NOT belong to Dominion



Non-Dominion Wire Down Example



Non-Dominion Wire Down Identification

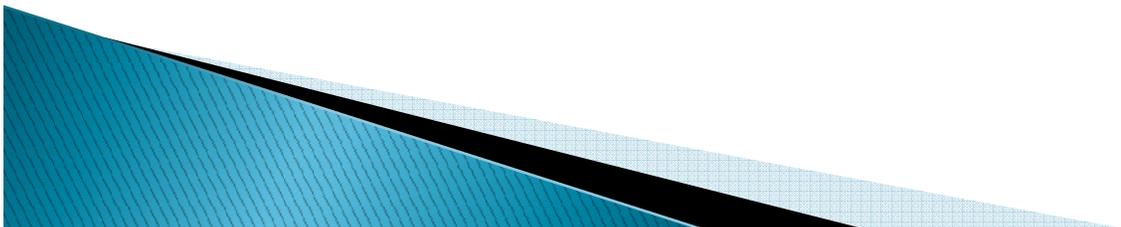
- ▶ Dominion will create an **NJUNS** ticket* when orange CAUTION tape is used. This will notify other utility companies their wire is down



*NJUNS – National Joint Use Notification System

Dominion Wire Down Identification: Re-Cap

- ▶ Always treat ALL wire down as hazardous
- ▶ Provide emergency information
 - Wire Down
 - Hazard conditions
 - Emergency Personnel on Site
 - 911 address or best available location
- ▶ Dominion logs report as “Wire Down Reported”
- ▶ First response team assigned



Helping Customers Stay Up-To-Date 24/7

- ▶ Customer Care – **1-866-DOM-HELP (1-866-366-4357)**
- ▶ Text
- ▶ Dominion Mobile Web – outage reporting, status updates
- ▶ Dominion Storm Center on www.dom.com
- ▶ News releases and local media updates
- ▶ Facebook and Twitter

