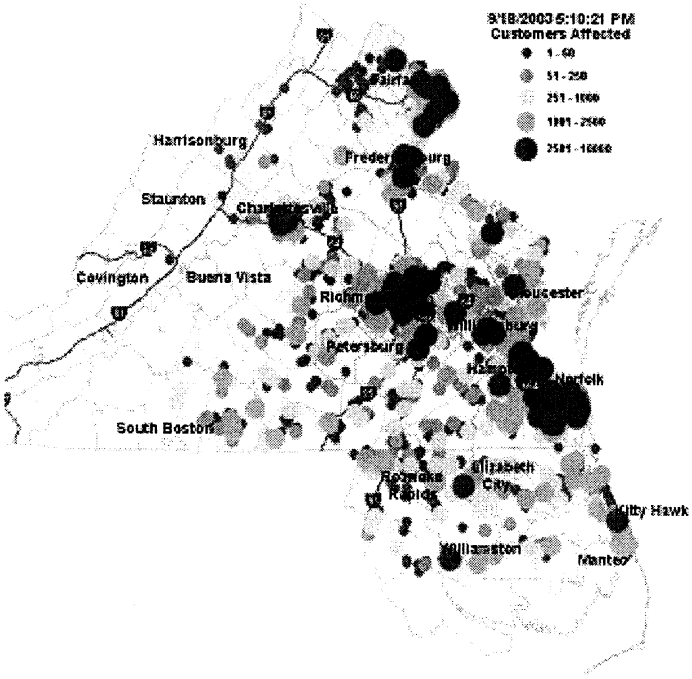
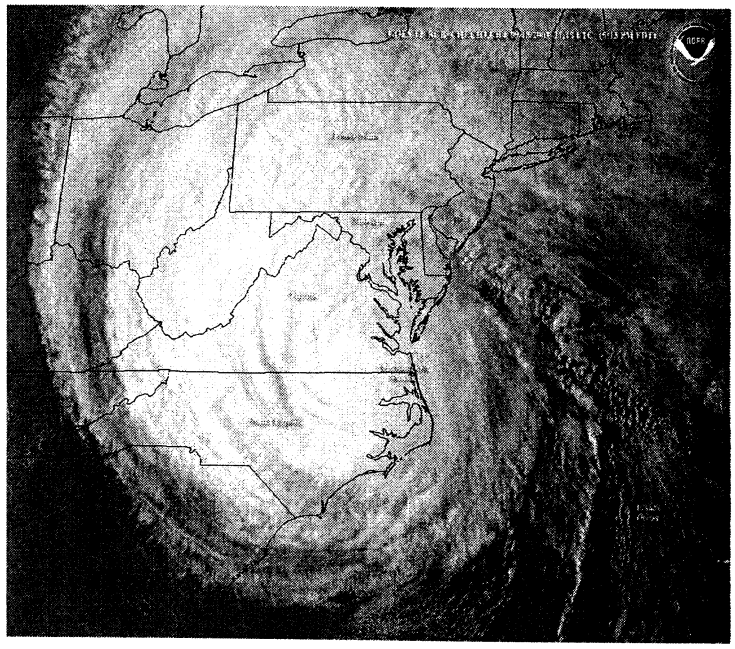
#20
10-28-03

Dominion

Hurricane Isabel

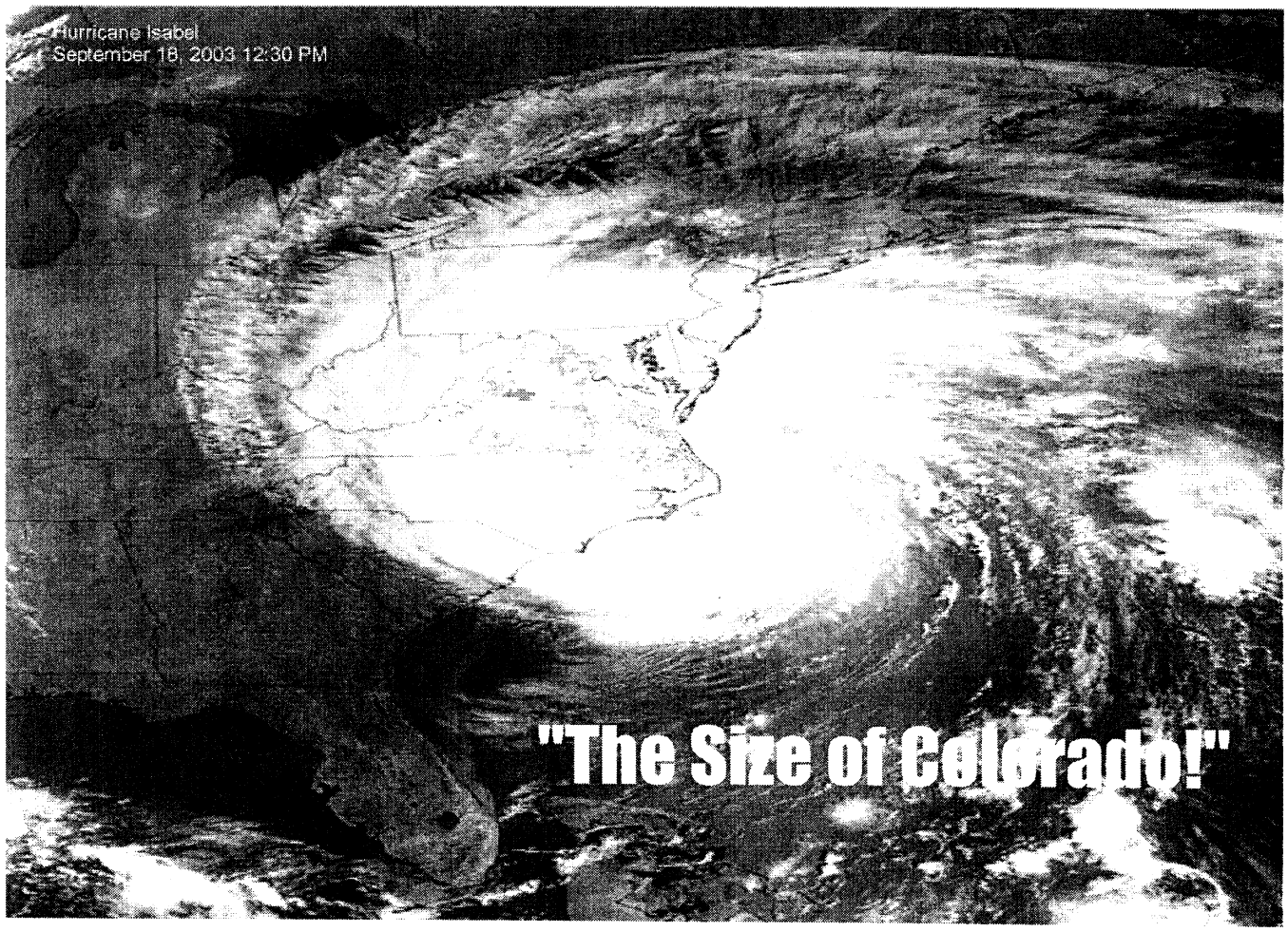


September 18, 2003 to October 3, 2003



City of Alexandria
Tuesday, October 28, 2003

Dominion Hurricane Isabel - Touching Every Customer!



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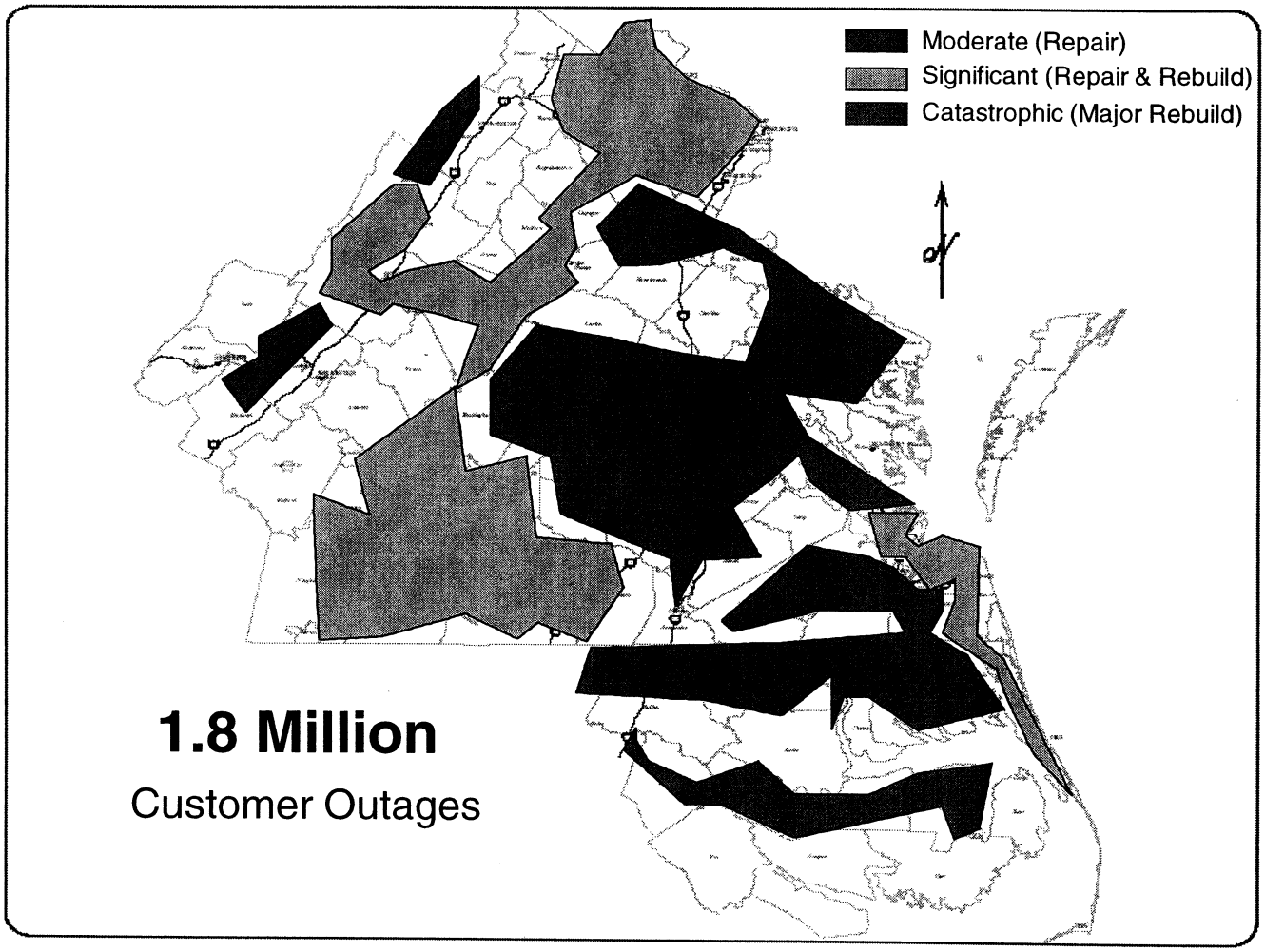
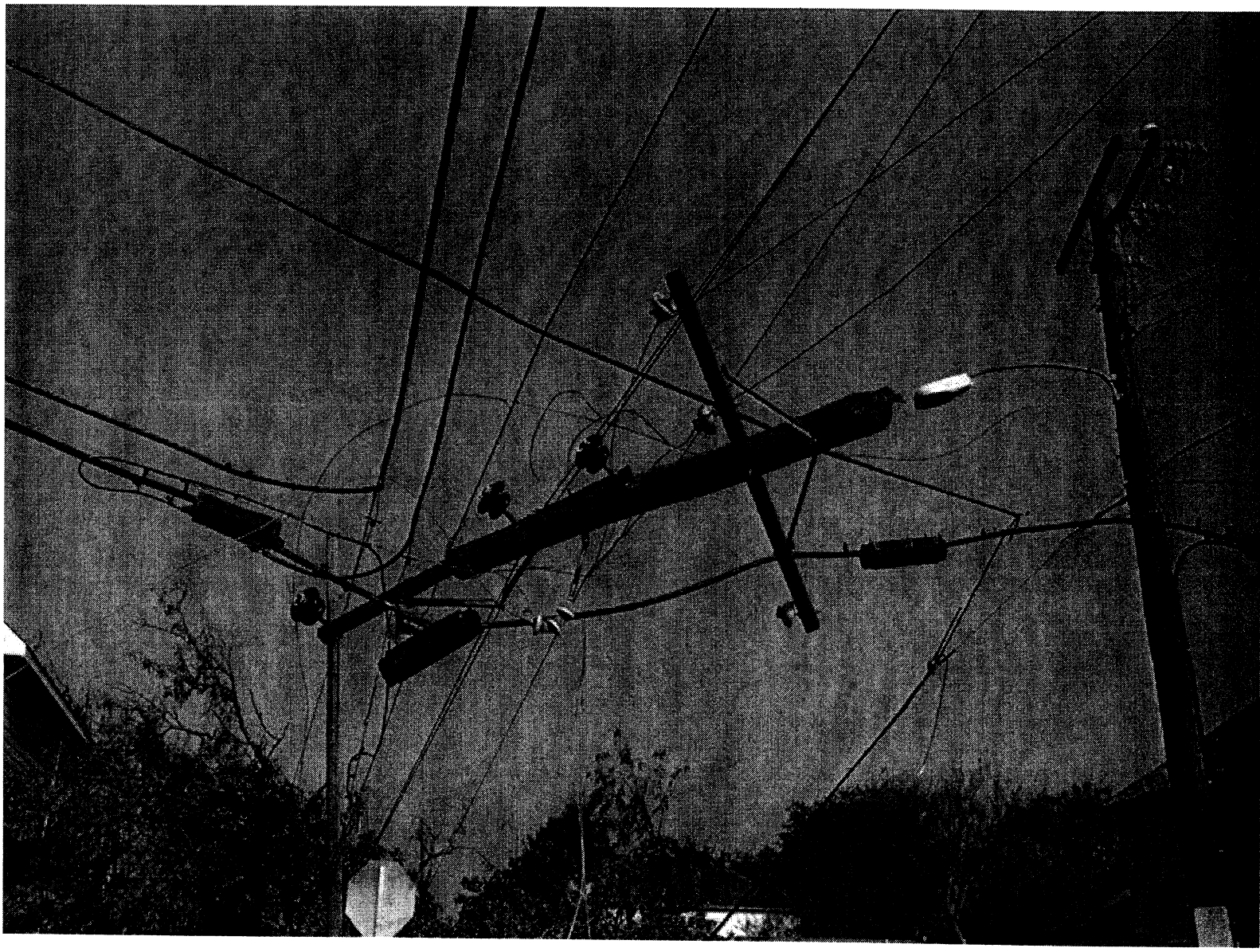
Hurricane Isabel - Damage Assessment



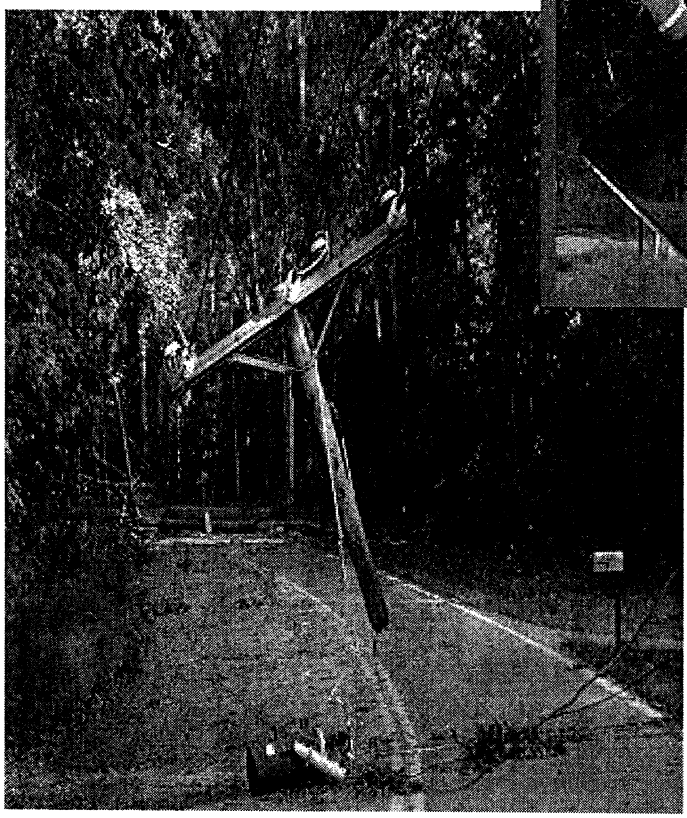
1.8 Million

Customer Outages

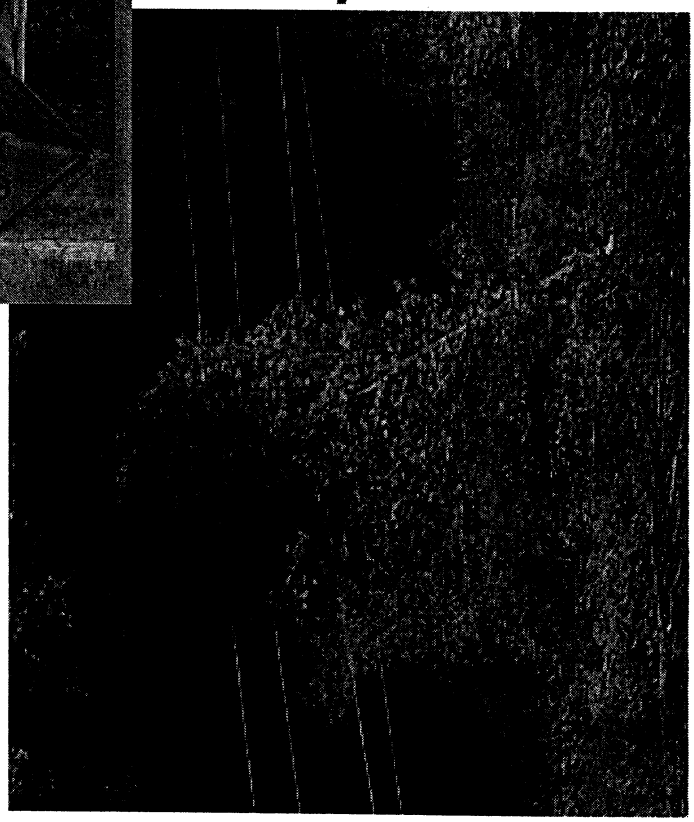


Dominion Hurricane Isabel -"Rebuild" versus "Repair"

Rebuild



Repair



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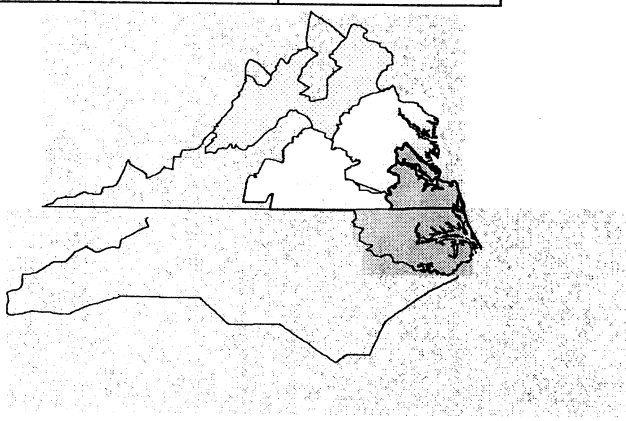
Hurricane Isabel - Customer Impact

Area	Total Customers	Customers Affected	Percent Affected
Northern Virginia	724,816	484,861	67%
Shenandoah Valley / Western Piedmont	164,395	83,595	51%
Richmond Metro / Tri Cities	442,598	418,444	95%
Southside Virginia	66,133	52,086	79%
Gloucester / Northern Neck	56,454	56,333	100%
Tidewater	645,549	612,818	95%
North Carolina	115,880	105,571	91%
Impact of Hurricane Isabel	2,215,825	1,813,708	82%

12,123 Restoration Resources



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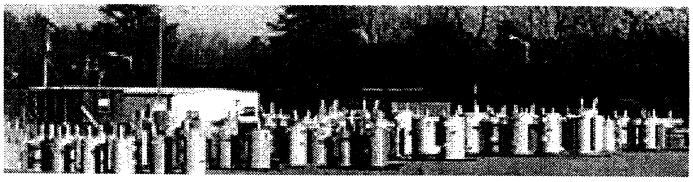
Hurricane Isabel – Damage Assessment

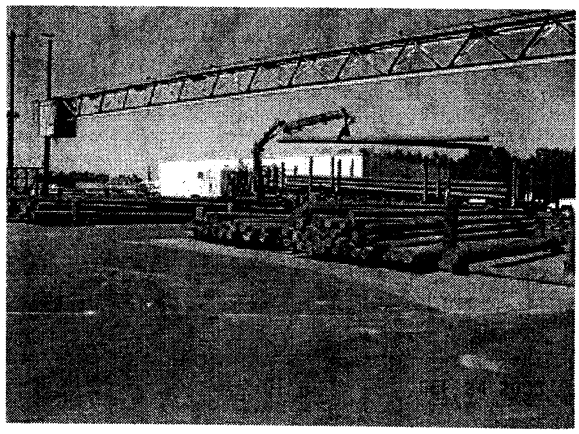
System wide

Material	Totals
Poles	10,705
Cross-arms	14,610
Spans of Wire	13,018
Transformers	7,900



Northern Virginia Damage

Material	Totals
Poles	691
Cross-arms	1,378
Spans of Wire	910
Transformers	578



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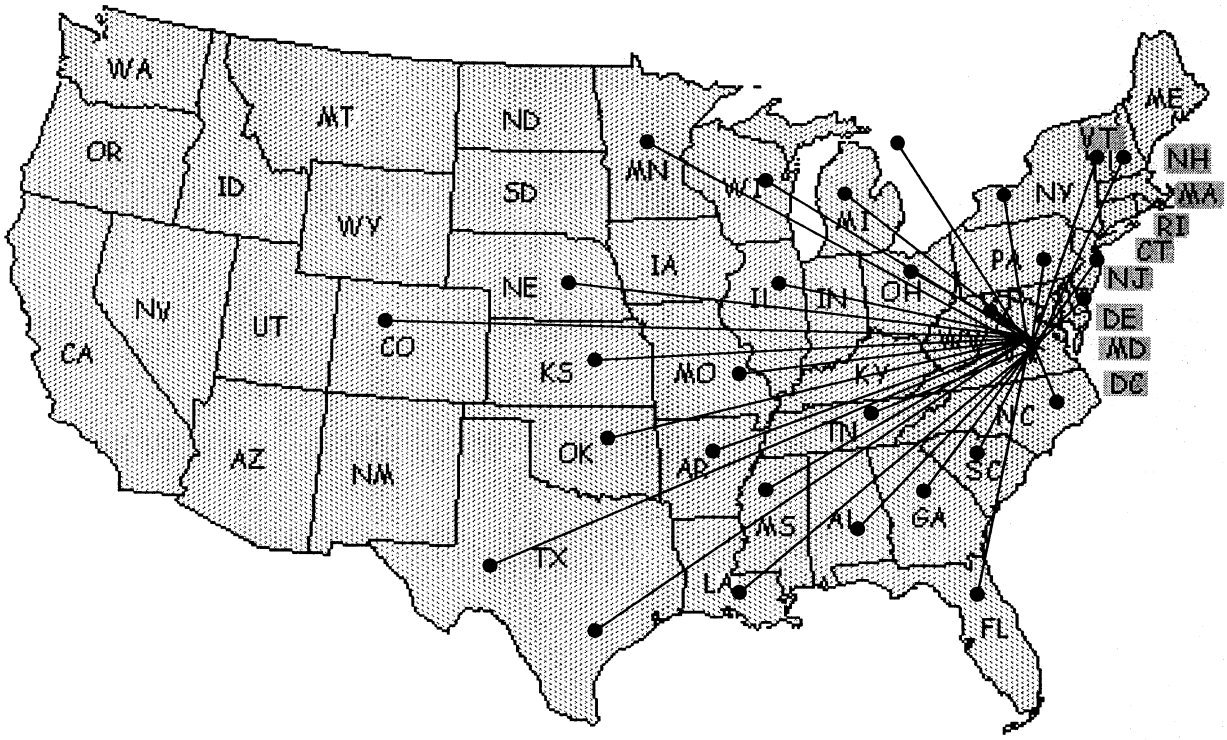
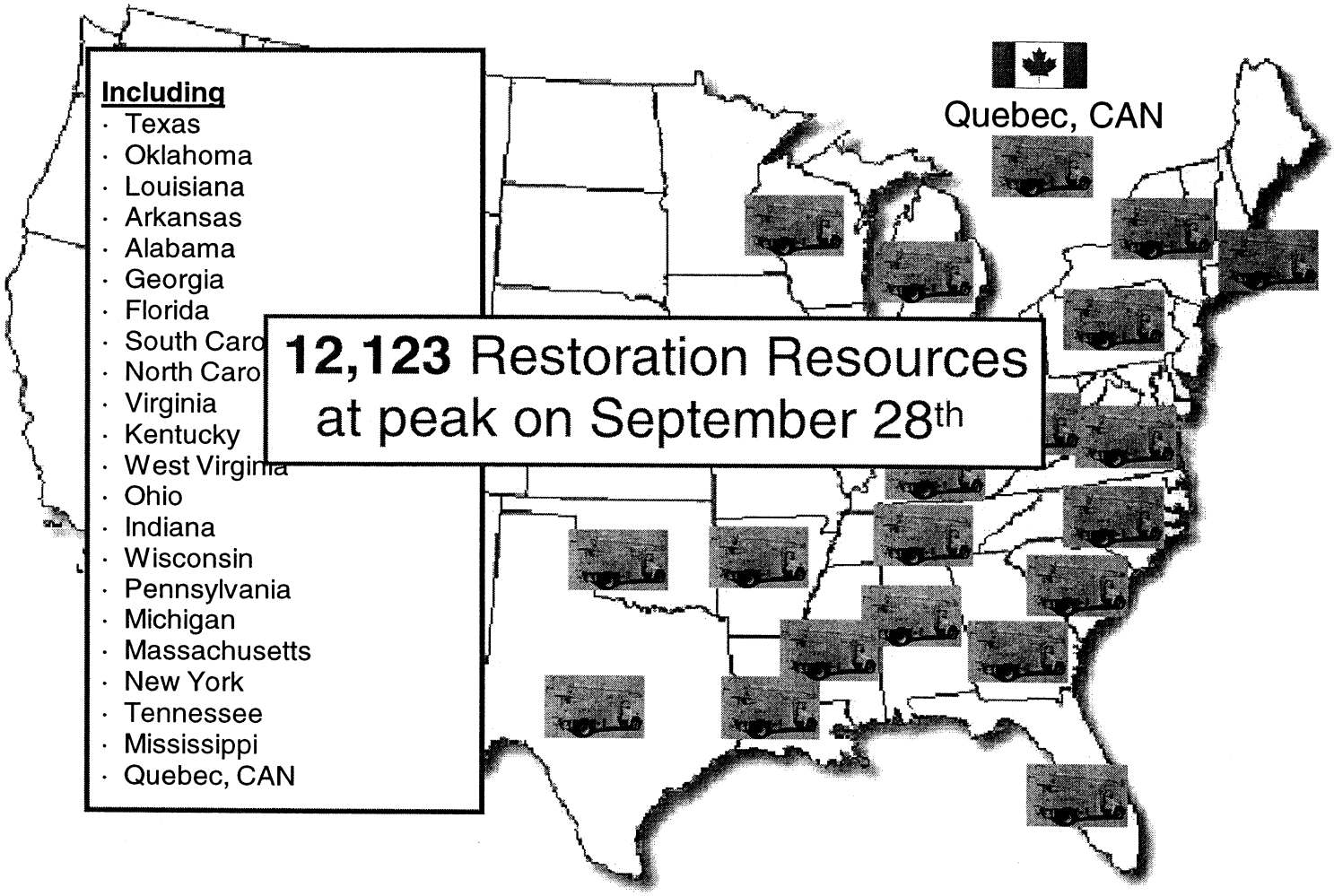
Hurricane Isabel – Materials

Coordinated Over 1,000 Truckloads of Material from 28 States and Canada



Dominion Hurricane Isabel - External Assistance



Including

- Texas
- Oklahoma
- Louisiana
- Arkansas
- Alabama
- Georgia
- Florida
- South Caro
- North Caro
- Virginia
- Kentucky
- West Virgin
- Ohio
- Indiana
- Wisconsin
- Pennsylvania
- Michigan
- Massachusetts
- New York
- Tennessee
- Mississippi
- Quebec, CAN

12,123 Restoration Resources at peak on September 28th

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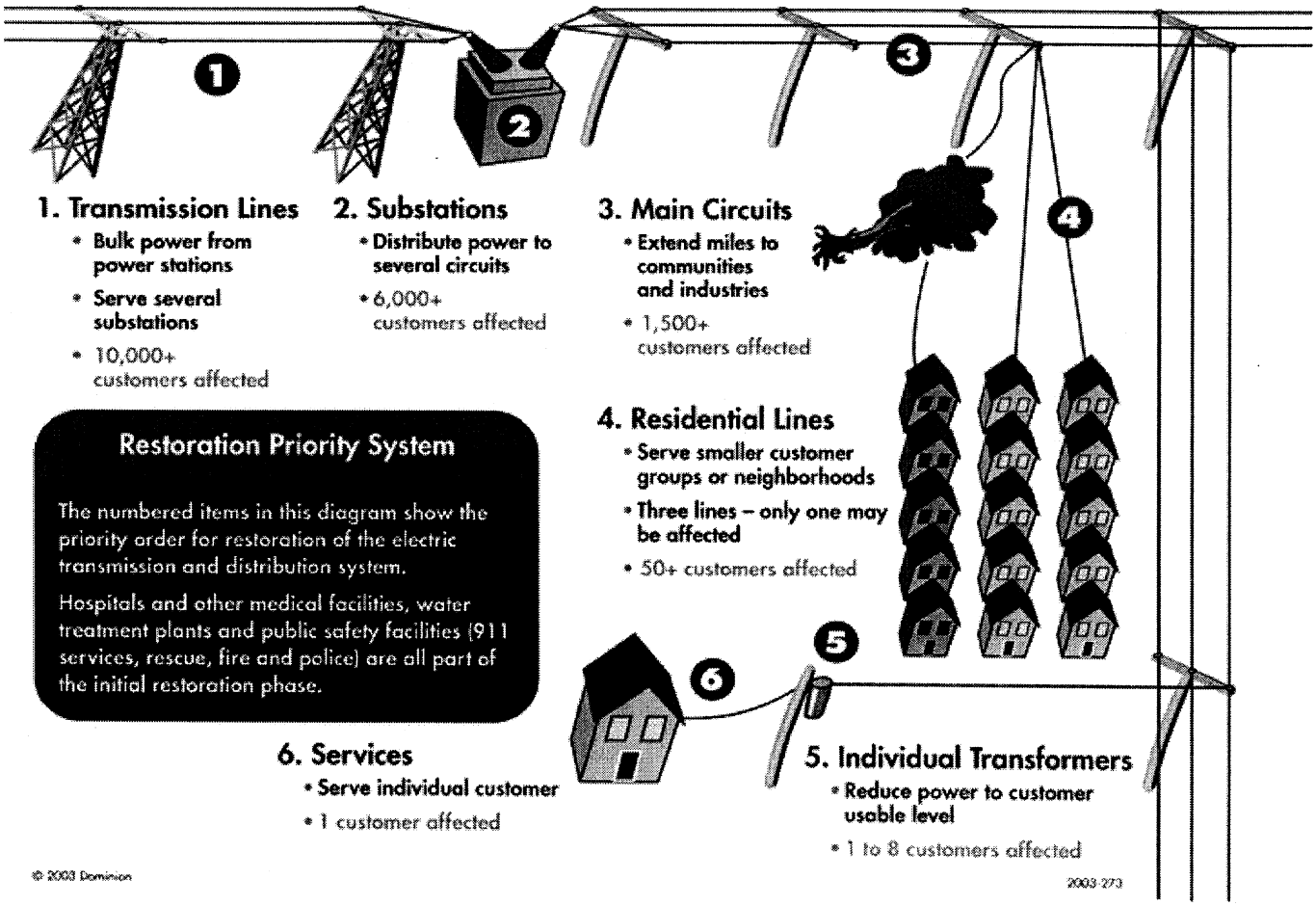
Hurricane Isabel - Diagram of Electricity Flow



1. Transmission Lines

- **Bulk power from power stations**
- **Serve several substations**
- 10,000+ customers affected

2. Substations

- **Distribute power to several circuits**
- 6,000+ customers affected

3. Main Circuits

- **Extend miles to communities and industries**
- 1,500+ customers affected

4. Residential Lines

- **Serve smaller customer groups or neighborhoods**
- **Three lines – only one may be affected**
- 50+ customers affected

Restoration Priority System

The numbered items in this diagram show the priority order for restoration of the electric transmission and distribution system.

Hospitals and other medical facilities, water treatment plants and public safety facilities (911 services, rescue, fire and police) are all part of the initial restoration phase.

6. Services

- **Serve individual customer**
- 1 customer affected

5. Individual Transformers

- **Reduce power to customer usable level**
- 1 to 8 customers affected

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2003-273

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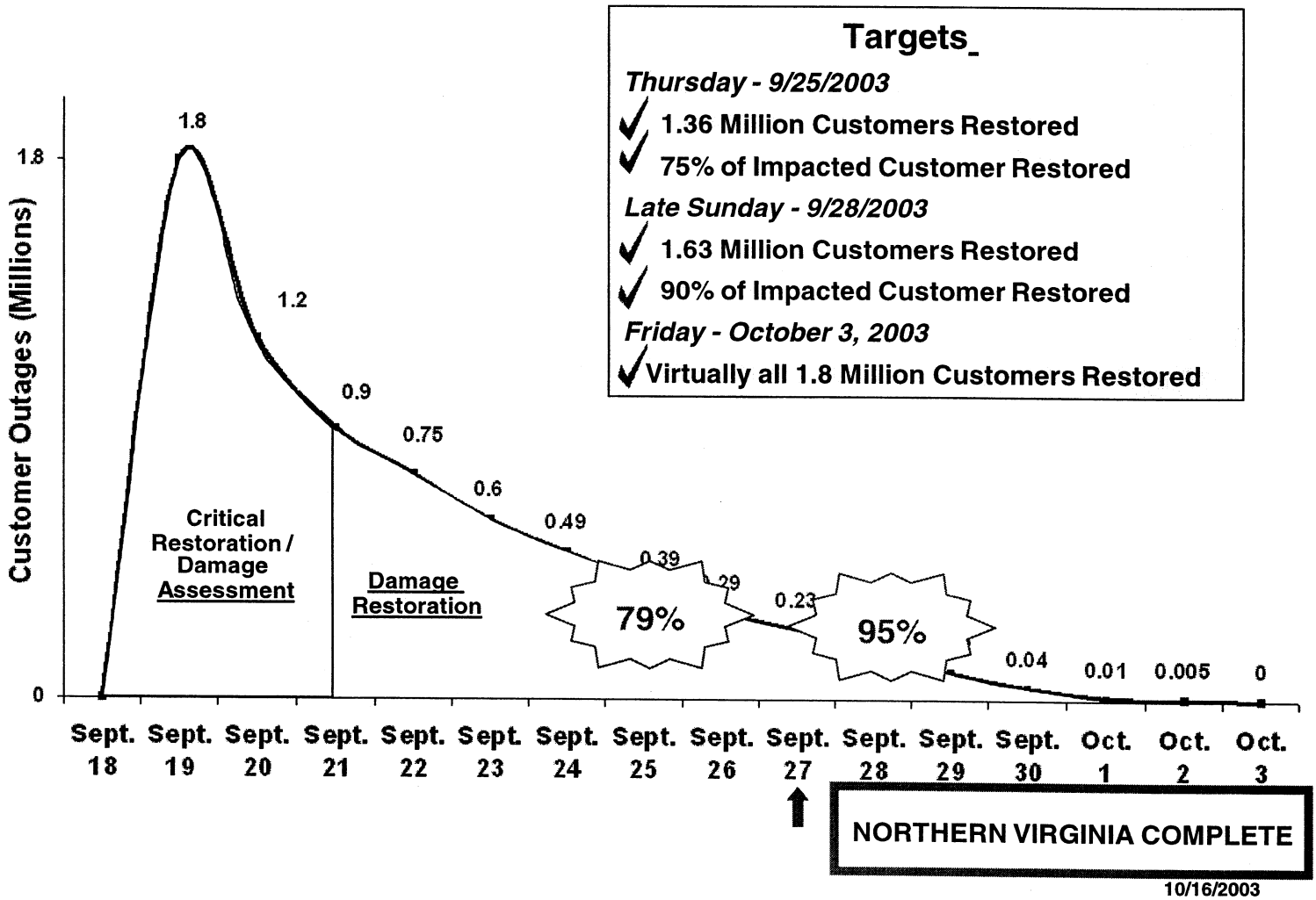
Hurricane Isabel - System Restoration Curve



Dominion Hurricane Isabel - Information on the Internet

Address http://www.dom.com/

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Welcome! What would you like to do today?

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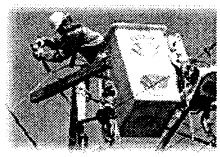
Account | Bills | Service

What's New at Dominion

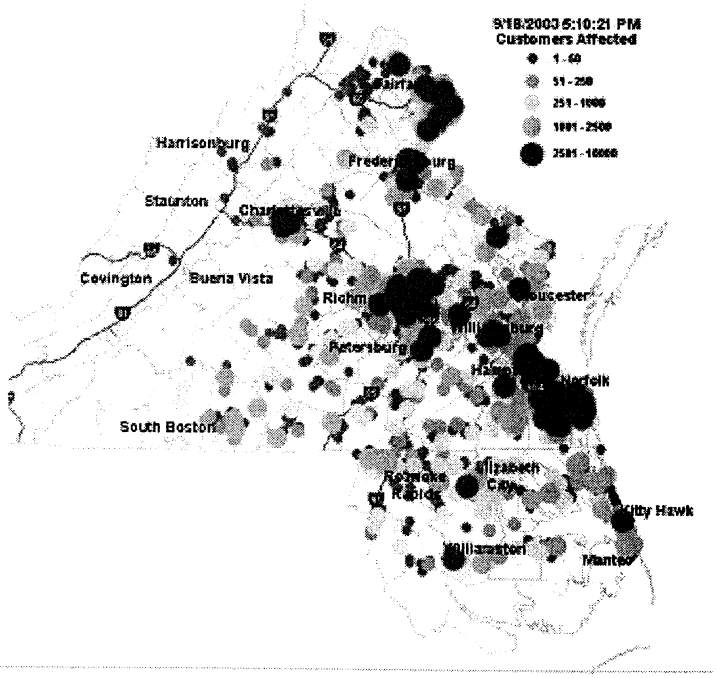
- Dominion Restores Power To 1.5 Million
- Dominion Restores Power To Nearly 80 Percent Of Customers Affected By Isabel

Investor Information

Hurricane Isabel Upda
1.5 MILLION RESTOR



- Outage Map
- Outage Summary
- Crew Job Locations
- Storm Center
- Restoration Photos
- Lights Still Out?



- **Improving Air Quality**
  Our major new projects will reduce emissions.

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Investor Information

Hurricane Isabel Update:
1.5 MILLION RESTORED

- Outage Map
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- Storm Center
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- Lights Still Out?

Dominion Stock
Delayed 20 Minutes
9/26/2003
61.30 +0.74

Check It Out...

- **Join Our Team** Check our job listings and apply online today.
- **Warm Your Workshop** Be comfortable this fall with an infrared heater.
- **Educational Partnership** View recent awards for the 2003-04 school year.
- **Improving Air Quality** Our major new projects will reduce emissions.

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Related Features:

- Outage Map
- Outage Summary
- Storm Center
- Crew Job Locations
- Restoration FAQs
- Damage and Restoration Photos

Restoration Job Locations

Select a geographic area below to view where restoration crews have work scheduled today. Crew locations are categorized by office (i.e., working location). **Files are PDF format** (requires free Adobe Reader; download here.)

- ***Contact our Customer Service Center at 888-667-3000 after 12 p.m. (noon) on Saturday, September 27, 2003,*** for service restoration dates resulting from Hurricane Isabel. For faster service, please have your outage location phone number or account number available.
- Files are updated each morning by 9 a.m. The following information is as of Saturday, Sept. 27.
- Nearly **1.5 million customers** restored as of Sept. 25, 2003.
- **Mutual Aid Assistance** – view a list of crews providing restoration assistance to Dominion in Virginia and North Carolina.

Central Virginia	
Altavista* (covers Campbell, Pittsylvania, Halifax)	**Northern Neck** (covers Lancaster, Northumberland, Richmond county, Westmoreland, Essex, King & Queen)
East Richmond (covers Eastern Henrico, Charles City, New Kent, Eastern Hanover, Mechanicsville)	**Petersburg** (covers Hopewell, Colonial Heights, Sussex, Prince George, Dinwiddie, Chester)
Farmville (covers Prince Edward, Appomattox, Nottoway, Amelia, Cumberland, Buckingham)	**Richmond** (covers Henrico, Hanover, Goochland)
Fredericksburg (covers Stafford, Spotsylvania, King George)	**South Boston** (covers Halifax, Charlotte, Mecklenburg)
Gloucester (covers Mathews, King & Queen, Middlesex)	**South Hill** (covers Mecklenburg, Brunswick, Lunenburg, Emporia, Greensville)
Midlothian (covers Powhatan, Chesterfield, Richmond city)	**(*indicates Isabel-related outages are in final restoration stage)**
Eastern Virginia	
Chesapeake (covers Chesapeake only)	**Peninsula** (covers Poquoson, York county, Newport News)
Chuckatuck (covers Suffolk, Isle of Wight, Franklin, Southampton, Portsmouth, Surry)	**Virginia Beach** (covers Virginia Beach only)
Norfolk (covers Norfolk only)	**Williamsburg** (covers James City county, New Kent, Charles City county, York)
North Carolina	
Ahoskie (covers Hertford, Northampton, Southampton, Bertie)	**Outer Banks** (covers Currituck)
Albemarle (covers Martin, Edgecombe, Pitt, Washington, Tyrrell)	**Elizabeth City** (covers Currituck, Camden, Pasquotank, Perquimans, Chowan, Gates)
Northwest	
Alexandria - Work crews will be in various locations throughout Alexandria, Arlington, McLean and Falls Church today, Sept. 27	**Charlottesville** (covers Albemarle)

Dominion

It all starts here.℠