EGUG 2004
Who We Are

• We are the nation’s largest fully integrated gas and electric energy company with:
  – More than $44.0 billion in assets
  – $12.1 billion in annual revenue
  – About 5 million natural gas and electric customers
  – Long history back to 1781 in the energy business
• Fortune 200 Company
Vertically Integrated Portfolio, Regional Focus

- 6.4 trillion cubic feet equivalent of proved gas and oil reserves
- More than 1.2 billion cubic feet equivalent of daily production
- > 25,500 Mw of electric generation
- 7,900 miles of natural gas pipeline
- 6,000 miles of electric transmission
- Nearly 1 trillion cubic feet of natural gas storage
- Cove Point LNG Facility
- 4 million franchise gas and electric delivery customers in 5 states
- Plus 1.4 million unregulated retail energy customers in 8 states
Why MAIN to Maine?

- 40% of U.S. energy consumption
- 121 million people, or 44% of U.S. population
- World’s 2nd largest economy (based on GDP)
- Deregulated markets
- High production costs
- Dual peaking markets
Dominion’s Core Philosophy

Community Partnerships + Commitment to Employees + Customer Service = Shareholder Value
Equity Market Capitalization of Selected Energy Companies

10/31/00

10/31/03
Dominion, which is rated one of BusinessWeek’s 50 best performing major American corporations, “has been living under a lucky star,” according to the magazine.
Fortune Ranks Dominion Among The Best

Dominion ranks near the top in its sector for the third time since 1999.
Dominion is ranked number One out of the 54 U.S. gas and electric utilities when profits are calculated as a percentage of revenues, according to Fortune magazine — 13.3 percent.
IT Vision

- Information Technology is a key to future growth and will provide Dominion with sustainable competitive advantage.
IT/Business Partnership

Business
• Develops vision/strategy
• Owns business processes
• Sets Priorities
• Active participant in development
• Communicates needs early in the process

IT
• Develops IT architecture to meet business needs
• Owns technology decisions
• Manages IT projects
• Leverages technologies across business units
• Looks forward-Keeps abreast of evolving technologies

Six Sigma- Assures Business Value in Decisions
Growth of Technology - Dominion Delivery


Mainframe Systems < 100 PC’s in Delivery

Installation of 3000 PC’s and infrastructure

WMIS-Client/Server Work Mgt.

• GIS-(ESRI ARC 7.2 M&M Power Tools)
  • Mobile Data 800 units
  • AMR-600K meters

CNG Merger

WMIS for gas offices

M&M Designer

• GIS Upgrade ARC 8.X
  • M&M ArcFM

ARC IMS Apps
Dominion GIS Landscape
by Business Area

Electric Delivery  Delivery  Gas Delivery

Gas Transmission  Energy  Electric Transmission

Exploration and Production

Legend
- ESRI 8.x
- ESRI 7.x
- Non-ESRI
- CAD
Current GIS Applications

- Enhance Customer Communications
- Improve Efficiencies (Field and Office)
- Insure Accurate/Timely Asset Information
Customer Communications

Customers can access “real time” outage information on Dom.Com
Customer Communications

Each city and county has access to web site with shape file of outage data in one square mile block and specific information on critical infrastructure.
Efficiency

GIS design enhances process in 3 areas:
- Efficient design tool
- More accurate asset information
- Faster map updates
**Efficiency**

Paper maps are no longer needed. Employees have access to up to date electronic maps in the office and their vehicles.
Efficiency

Collection of specific data on damage to facilities during major events can save money and reduce restoration time. As a side benefit, this test after Hurricane Isabel allowed us to collect several hundred thousand dollars for replacement of joint use poles.
Efficiency

Operations Centers use “Web GIS” as a fast, easy to use way to view facility and outage data. Local offices use it to print maps for contractors and mutual aid employees during outages.
Asset Information

GIS streetlight data generates monthly bills to customers through CIS integration.
Asset Information

Accurate GIS Joint Use information is a key to proper billing.
GIS - Important now - Critical to Future Success

• GIS will become a translator or common language for interpreting data from internal and external sources.
  • Although GIS will not store all information associated with asset management, it will be the key to defining assets and associating information to them.
  • GIS will also be crucial to the sharing of data with governmental agencies operationally and for security of critical infrastructure.
Current External Communications During Emergencies

- **Dominion**
  - Voice/email/Paper → State Police
  - Voice/email/Paper → Dept Emer Mgt
  - Voice/email/Paper/Fax → State EOC
  - Voice/email/Paper/GIS → Local EOC’s
  - Voice/email/Paper → Local Police
  - Voice/email/Paper → Local Fire
Future External Communications During Emergencies

Centralized Data Repository and GIS

- State Police
- Dept Emer Mgt
- State EOC
- Local EOC’s
- Local Police
- Local Fire
GIS - Important now - Critical to Future Success

• Integration of GIS to operational systems is essential to performance.
  • Work Management/Mobile - Improved scheduling and routing of field employees.
  • Outage Management - Faster damage assessment and improved outage duration estimates.
  • Resource Management - Visibility of resource location improves efficiency and performance.
  • Compliance - Integration with GIS reduces travel time.