Thomas Farrell CEO

The bodily damages from the 3 week outage of Nov2003 is not limited to a 2 year time frame. So neither is a proper settlement. The accident of Outage overheat 3week outage has put me at risk. Not all injuries heal before 2 years and this type of injury requires a wait to see before one would be able to honestly charge your company for overheating in a University area. The 2 year time limit seems to be blocking the settlement-Lawsuit. . The damages though are still building up. Broken spinal discs are a severely painful and 7mos. wait to walk more than 10 steps and painfully so. The symptom is not treatable and the vein and nerve cutting off & blocking blood flow is very scary. The traces show up under the skin sometimes during sleep position which is also limited to one side. Sleeping on one side and damaging the other side of damages on the left neck while waiting for upper right leg to get clear of disc material and now showing pains on the vein from the sciatic nerve somehow deteriorating it on the lower leg.. It looks like a bruise but it isn’t. The heart seems to be having a problem so … The disc material probably needs to be removed surgically. The pain and suffering is permanent and the morning walk will not ever be made again. My exercise is not being done. Very dangerous to do. High hell outfits cannot be used for anything anymore either which is all I have ever worked in. No pressure maybe put on the right leg, and nor crossing that leg for the lower-leg bruise begins to show a block of something when the lower discs are missing and deflated . Cannot stand for long without great discomfort much of the time. These problems were not present before the outage overheat and immobilization which occurred at the time of the outage was total immobilization. The 5 to 10 minutes which I am now able to move without pain is just temporary and cannot be continued beyond that amount of time without starting increased pain which I did not have at all when I returned from California.2001 or before the outage nor did I have any such Total immobilization ever . anything in the past was sitting up after 45 minutes. This 2003Nov was no sitting and barely able to move or walk of course not drive for 7 mos. The weightless chair purchased in Feb-March 2004 did help.$389.00 and is still used to relieve pain from broken disks. They obviously were not broken before the outage overheat. Heat weakened and broke the discs. I have no doubt. The heat happened after 2.5 weeks of outage so had you not waited we would not have the permeant damage level we now have had since then. I was still wearing my high heels before the outage and again have never had a job without them! Driving is also a must which now usually causes pain depending on the traffic. The outage-heat injury did break the discs at the sciatic nerve area. Paralyzed me immediately. The bones could begin to fuse anytime while you could have paid for a health plan for me. The one I had when the accident happened doesn’t like the Dr I went to who said there was nothing he could do about it. As soon as I could walk to the new address downtown from the car. I did try my heels that day but that was the last time I have ever worn them. I was in pain when I got home from the appointment. There were no disc replacement operations at that time in history. It will not be cheap to get the medical work I really need. I will have to move to another city . Most operations say do not fly afterwards. Everything in my life has been held up because of your 3 week delay in service since 2003 Oct-Nov

Gwen R. Stewart injured in the Electrical-Outage [ 3 week repair delays in the- neighborhood] area just north of Old Dominion University-campus Norfolk, Va. 23508-1328

College - Location Outages are not to be allowable in order to prevent spinal damage upon overheating them in upstairs apartments and houses with electric air conditioning for hot sun-..Heat more than 75 degrees-87 weakens spinal discs. to the point of breaking them 72 hours of straight heat with no cool down did it. There was no trouble before the heat from sun began. WE wouldn’t have known that much heat would cause injury to spinal discs but you should know it does as a Utility company who takes care of peoples’ needs so these things won’t happen. Or so that they will never be able to take a morning walk again. 3 weeks was suspiciously long. You can start with free electricity until we settle this case for Extreme Injury to spine upon Failure to Repair. You may retro the past 15 years of electric Bill= totals since the outage to start with and how much the totals were before I arrived in Norfolk in 2001. I owe the people in the downstairs Rent/board and electric since the 2003Octoutage. I had many plans without the outage crippling me to the point of just trying to avoid pain as a daily goal and job. It has kept me from even cutting the grass and helping around the house as well. Car wash sometimes only with a small chair to sit-in though. I used to be very quick and able and bouncy and animated. Now I am not.It isn’t psychological it is standing pain.. They are very miserable about it. There has been no answer to tweets since I started the twitter machine on this outage subject to you over 17,900 tweets plus replies except that the previous CEO was acknowledged by the D-man on twitter at Dominion Resources Energy account 8 yrs ago. Hard-hat guy. No attention was paid by him after that. WE did receive and fax Dominion Energy their medical form to alert for faster help. After we called and spoke with your customer services. Most of which pretended we hadn’t paid the bill.. I am not able to do even 10 % of what I used to do physically because of the outage. It is no use to try, too much pain after doing anything more than nothing. I am using a cane & an electric cart at the big box store. IT is bad if there is no cart can’t shop. Standing in line is very physically debilitating with the cane after driving over to it. Standing to cook isn’t possible much either it has to be kept to a minimum once a week or 4 minutes. I may as well be 150 years old! Since age 44.because of your 3 week long neglectful outage overheat near a university , an area which was always quickly served in the past. Since our area is the only one which was delayed so long I am sure you can understand the word malicious.

Cc: United States Health Department

Cc ; Twitter

Cc; Dominion Energy