

Dominion Launches Streamlined Turn-on Service

Fourth quarter 2010 brought with it a change in how Dominion East Ohio enters properties for turn-ons. The change is meant to increase safety for their 400+ field representatives and limit liability for the company. Both of these goals are all too understood by today's real estate professional.

Eliminating the use of lockboxes as an entry into vacant properties has caused challenges for REALTORS. Now, REALTORS who make appointments for turns-ons are given an appointment with a four-hour window and receive an automated call from Dominion's Call Center alerting them that the field representative is at least 5 minutes away.

Complaints that the window is too long and the alert time too short led to talks between AABOR representatives and Dominion Operations Managers. After taking time to thoroughly understand REALTOR concerns, Dominion has announced the following program to streamline turn-ons effective July 15, 2011.

Effective July 15, 2011

1. REALTORS call the Dominion Call Center at 1-800-362-7557 to schedule a four-hour window appointment;
2. REALTORS identify themselves as a REALTOR and provide his/her cell phone number. **THIS STEP IS CRITICAL AND MUST BE FOLLOWED EACH TIME A TURN-ON IS SCHEDULED.**
3. On the day of the appointment, the Dominion field representative assigned to do the turn-on will attempt to call the REALTOR'S cell phone from the prior appointment. The rep will estimate the time needed for that call and will narrow the window by giving an estimated time of arrival.

This change solves three issues: narrows the window, extends the lead time and most importantly allows for one-on-one communication between the REALTOR and the Dominion field rep. Should something unforeseen happen regarding arrival time, the rep can inform the REALTOR and vice-versa. You may consider assigning someone from your office to meet the Dominion representative at the premise so that work can be completed.

Please Note:

- Dominion field representatives could encounter an emergency call or an emergency situation at the prior appointment which may delay arrival. The delay would be communicated to the REALTOR via a cell phone call from the field rep.
- Delays—even if communicated—caused by the REALTOR may result in a cancelled appointment. The REALTOR will need to reschedule an appointment with Dominion by contacting the call center at 1-800-362-7557 between 7 a.m. and 7 p.m. Monday through Friday.
- REALTORS are NOT to save and reuse rep's cell phone number.