

EnergyShare[®]

A Helping Hand in Times of Need

Annual Report July 1, 2018



EnergyShare Continues to Make a Difference

Our customers look to us to energize their lives by providing clean, reliable, and affordable energy. But life has a way of throwing curveballs—and sometimes it hits us with the loss of a job, a medical crisis, or another emergency. When that happens, you can count on Dominion Energy to offer a helping hand through bill assistance—as well as energy efficiency upgrades in the home to reduce bills not only during an emergency, but long after it has passed.

In September 2015, Dominion Energy expanded EnergyShare—enabling even more people to get help when they need it. Since then we have provided bill relief through financial support and sustainable efficiency upgrades to more than 69,000 families in the commonwealth. That brings the total number of individuals and families helped through the EnergyShare program’s 36-year history to 820,000—and counting.

- More than 3,000 military veterans and 3,000 individuals living with disabilities have received bill assistance;
- More than 22,000 homes have been made more energy efficient with no-cost weatherization upgrades; and
- Dedicated Dominion Energy representatives have participated in close to 1,000 outreach events designed to educate residents about EnergyShare services and offer tips to help them manage their energy usage.

Contents

A History of Helping the Community	3
Energy Outreach: Matt Adams	3
Using Partnerships	4
Bill Assistance Program Update	4
Ivery High	4
Steven Smalls	4
Troy & Michelle Mullaney	5
Weatherization Program Update	5
Budget & Schedule	6
What’s Next for EnergyShare?	6
Outreach Program Update	6
Thank You to So Many Partners	7

Lives Impacted Since 2015 Program Expansion

20,000

Multi-family homes weatherized

+2,000

Single-family homes weatherized

22,000

Homes weatherized

41,000

General clients

+3,000

Individuals with disabilities

+3,000

Veterans

47,000

Families and individuals helped with bill assistance

1,000

Outreach events conducted

400,500

People reached at events

820,000

Families and individuals helped since 1982

A History of Helping the Community

The EnergyShare program began in 1982 as a bill assistance program, helping those experiencing a personal or family crisis pay for their heating bills. Eligible heating sources included electric utilities, gas, oil, wood, and kerosene. EnergyShare became a year-round program in 2008 when it began paying summer electricity bills for those in need.

In September 2015, Senate Bill 1349 authorized the expansion of the EnergyShare program. Combined with the company's regulated weatherization efforts, Dominion Energy committed \$57 million through 2019 to provide additional energy bill payment assistance and free weatherization. For the first time, energy assistance and energy efficiency upgrades were linked, creating sustainable relief on customers' energy bills. The additional funding also resulted in programs specifically aimed at helping military veterans and individuals living with disabilities.

As part of the 2015 expansion, Dominion Energy also increased outreach to proactively educate our most vulnerable customers about energy conservation, weatherization and available bill payment options.

By providing a comprehensive approach including financial assistance, weatherization, and energy efficiency education, the EnergyShare program continues to provide those most vulnerable in the community the lasting support they need.



Energy Outreach: Matt Adams

Meet Matt Adams, a Marine reservist who came to Dominion Energy in 2012 following deployments in Iraq and Afghanistan. He joined the Energy Assistance team in 2016 as an Outreach Administrator covering the Tidewater area, home to one of the largest populations of active military, veterans, and their families in the United States. Matt's passion for the military and helping others is evident in his outreach. He sponsors the Mid-Atlantic Region Navy Morale Welfare Recreation (MWR) Department and participates in events that support military families, including awareness walks and races, seasonal festivals, and back-to-school programs.

He also works with the Veterans of Foreign Wars Post 8545 to ensure veterans and their families get connected to available resources. In Newport News, Matt has sponsored the annual Disabled American Veterans 5k since 2016.

In addition to serving the veteran population, Matt has participated in events such as Norfolk's first Senior Support Seminar and seminars at the Chesapeake Sheriff's Office—together, these events hosted over 2,000 seniors! Matt enjoys educating the public about EnergyShare and other resources through his presence at community events, conferences, and presentations to area organizations.



Using Partnerships

As part of the 2015 EnergyShare program expansion, Dominion Energy formed a partnership with the Virginia Department of Veterans Services (DVS) and the Virginia Department for Aging and Rehabilitative Services (DARS) to provide additional support specifically to military veterans and individuals living with disabilities. Reaching the most vulnerable communities was core to the mission of the expanded program, and both DVS and DARS are actively involved in helping to identify those in the community who need assistance the most. Through public-private partnerships with state agencies such as DVS and DARS which administer the program, Dominion Energy is able to more effectively reach the most vulnerable segments of the community.

Bill Assistance Program Update

EnergyShare has been helping individuals experiencing crises in Dominion Energy's service territory pay for their heating and cooling bills through its bill assistance program for 36 years. Since expanding the program in 2015, EnergyShare has provided bill assistance relief to more than 47,000 individuals and families who have fallen behind. Included are more than 3,000 military veterans and 3,000 individuals living with disabilities.

Dominion Energy works with more than 100 health and human service agencies that determine eligibility for energy bill payment assistance. These partnerships have helped EnergyShare provide energy bill relief to over 820,000 individuals and their families since the program began in 1982.

Ivery High: Dealing with the Unexpected

Ivery High had been in the army for 8 years when the unexpected happened. One day while rappelling off of a tower, she was injured, and her career in active military service was over. She went through ups and downs trying to find work after the accident. She was able to work for the federal government, but eventually her injuries became too much for her and she was rated at 100% disabled by the military.

A single mother with three children, one of whom has special needs, Ivery lives on a tight budget. She signed up for Dominion Energy's Budget Bill program to better manage her energy bill, but found herself falling behind after a particularly cold winter drastically increased her energy usage. She turned to the Independence Empowerment Center in Manassas, our partnering agency for that area, for help and was informed that as an army veteran, she qualified for a \$500 pledge from the EnergyShare program.



With the \$500 pledge, Ivery was able to catch up on her energy bill, allowing her to focus on other expenses, such as car repairs and her children's school expenses. She also was able to place herself back on the budget plan and is planning to have an energy audit done on her home to keep her energy bills as low as possible.

Steven Smalls: One Less Thing To Worry About

Steven Smalls served in the army for 10 years and an additional 19 years in law enforcement. He fell on hard times when he was unexpectedly injured on the job and was no longer able to work. Due to a long recovery after an extensive surgery and difficulty with his workers compensation case, Steven needed help with his bills.

He looked for assistance through one of our partnering veteran agencies, Supportive Services for Veteran's Family Program. Because he is a veteran, Steven qualified for assistance with his energy bill with a \$500 pledge. The pledge gave him one less thing to worry about as he got back on his feet and resolved his benefits claim.





Troy & Michelle Mullaney: Bridging the Gap

Troy and his wife Michelle were at their wits' end trying to figure out what they were going to do after lung cancer stopped Troy from working. He is a navy veteran who worked in the Newport News shipyard until a few months ago, when he developed a massive infection from a surgical procedure in his lungs. He received so much antibiotic treatment that his kidneys were damaged.

The Mullaney's were a month and a half behind on their rent and were facing eviction. Thankfully, they were able to get in contact with the Virginia Veteran's Family Support organization, which in turn

connected them to the Hampton Roads Community Action Program, our EnergyShare partner. As a military veteran, Troy was eligible to receive a pledge. The pledge kept their electricity on and bridged that expense forward. By having a few months without an electric bill due, they were able to put that money towards other things, like their rent.

For Troy and Michelle, stability is the most important thing right now. The \$500 pledge took a lot off their mind—Troy was in the hospital and wanted to work, but he couldn't perform his job because he was on a respirator. "I went from being the man of the house to a bed in a hospital," Troy said. "It's so hard being the man of the house being chained to a bed in the hospital and having to put everything on my poor wife. Thank God I have a strong woman who is able to cope. I thank Jesus every day for that. She could have just folded."

The expansion of EnergyShare that extended program eligibility to military veterans and persons living with disabilities came in 2015. Previously, Dominion Energy had committed \$57 million through 2019. Now, our commitment has grown to \$130 million to the program over the next 10 years. As a veteran, Troy is eligible to apply for assistance annually. The Mullaney's' experience demonstrates how unexpected circumstances can potentially drive any family toward hopelessness or even homelessness; Troy and Michelle had always had the security of well-paying jobs, and this was the first time they have ever needed to reach out for help. "This is full time work, trying to stay home and keeping things afloat," they said. The Mullaney's were so appreciative for the help they received. "We thank you guys from the bottom of our hearts, we really do," Michelle exclaimed.



Weatherization Program Update

Since the 2015 program expansion, over 22,000 single and multi-family homes across Dominion Energy's service territory have received energy efficiency measures, reducing their electric usage by 3-9 percent on average. That equates to more than 14.4 million kilowatt-hours of energy savings. Partnerships with local agencies ensure that the most vulnerable of the community are provided energy efficiency upgrades.

Dominion Energy volunteers and the project:HOMES crew partnered to provide energy efficiency upgrades to the home of the Clark family in Richmond, Va. Mrs. Clark is entering the early stages of dementia, and her husband is her caregiver and sole provider. They are living on a fixed income, and Mr. Clark was sincerely grateful for all of the work volunteers put into making significant improvements to their home to make it more comfortable for the couple year-round while lowering their bill. These upgrades allow families, like the Clarks, to live more comfortably and sustainably in their homes.

Budget & Schedule

(In millions)

	2015 Actual	2016 Actual	2017 Actual
Weatherization	\$3.7	\$10.0	\$8.4
Energy Assistance	\$4.6	\$4.6	\$4.7
Education & Outreach	\$0.3	\$1.2	\$1.0
Total Contributions	\$8.6	\$15.8	\$14.1

Funding for 2018 and beyond will reflect the additional program expansion provided by the Grid Transformation and Security Act.

What's Next for EnergyShare?

Effective July 1, 2018 the EnergyShare program will be expanding further. Thanks to the Grid Transformation and Security Act, the EnergyShare program is authorized to continue the expanded program through 2028. Dominion Energy has made a \$130 million commitment to EnergyShare over the next ten years and will also be proposing \$870 million in energy efficiency programs in that same timeframe. The expansion will help our volunteers and partner agencies reach even more of Virginia's most vulnerable communities with bill payment assistance and free weatherization services, while also providing further outreach and education.

To kick-off the rollout of the Grid Transformation and Security Act and the first day of summer, Dominion Energy volunteers joined Richmond Mayor Levar Stoney to deliver 400 window air conditioning units to the Richmond Redevelopment and Housing Authority for distribution to eligible elderly residents throughout the city. Dominion Energy also will help pay for the cost of running them, and project:HOMES is providing energy saving tips to these residents to help them stay comfortable, conserve energy and lower their bills year-round.

Recipients appreciated getting the air conditioning units to help keep their homes safe and comfortable during the hot Virginia summer. "This will be a real blessing because now I'll be cool. My granddaughter will be cool, and you can have company and [they'll] be cool," said air conditioning recipient Grace Shavers.

As EnergyShare is in its 36th year, we look forward to continuing to leverage the many public-private partnerships that have made it such a success and giving back to the communities we serve through an even more robust program.



Outreach Program Update

Since the program launched in 2015, the energy assistance outreach team has attended close to 1,000 events educating Dominion Energy's most vulnerable customers and their families on how they can more efficiently manage their energy usage in their home to lower their energy bills.

In March the EnergyShare Outreach team, in partnership with the Henrico County Police, hosted a block party at Lakeside Middle School. Food trucks and bounce houses ensured a day of fun for the community—which also received energy efficiency kits, LED light bulbs, and educational materials showing how a few simple changes at home can lower energy bills. The outdoor LED light bulbs not only save money, but also help keep the community safe. Plans are in the works for similar events with other law-enforcement agencies later in the year.

Events such as these represent just one more way Dominion Energy is working through EnergyShare to make life better for individuals and families across the commonwealth.

Thank You to So Many Partners

The expanded EnergyShare program was developed in collaboration with state agencies, non-profit organizations and other entities. Dominion Energy works with partner agencies across the commonwealth to administer all aspects of the program, including weatherization, bill assistance and outreach. This public-private partnership brings help to those who need it most.

Partners in Program Development

Arc of Northern Virginia
 Bay Aging
 Chesapeake Climate Action Network
 Community Residences, Inc.
 Habitat for Humanity
 Housing Virginia
 Independence Empowerment Center
 Linden Resources
 Natural Resources Defense Council
 Office of the Secretary of Commerce and Trade
 Operation Renewed Hope Foundation
 Rebuilding Together
 Richmond Region Energy Alliance
 Senior Services of Alexandria
 Southern Environmental Law Center
 The Salvation Army
 Virginia Community Action Partnership
 Virginia Conservation Network
 Virginia Department for Aging & Rehabilitative Services
 Virginia Department of Housing & Community Development
 Virginia Department of Social Services
 Virginia Department of Veterans Services
 Virginia Energy Efficiency Council
 Virginia Energy Sense
 Virginia Housing Development Authority
 Virginia League of Conservation Voters
 Virginia Poverty Law Center
 Virginia State Corporation Commission Staff
 Virginia Supportive Housing
 Viridant

Weatherization Partner Agencies

Bay Aging
 Community Housing Partners
 Crater District Area Agency on Aging
 Pittsylvania County Community Action project:HOMES
 Rappahannock Area Agency on Aging

The STOP Organization
 Total Action for Progress
 Williamsburg-James City County Community Action

General EnergyShare Bill Assistance Partner Agencies

ACTS
 Alexandria Department of Community and Human Services
 Alexandria Salvation Army
 Arlington Department of Human Services
 Brunswick Department of Social Services
 Capital Area Partnership Uplifting People (CAPUP)
 Caroline Department of Social Services
 Charles City Department of Social Services
 Charlottesville Salvation Army
 Chesterfield Department of Social Services
 Cornerstones
 Covington Salvation Army
 Culpeper Department of Social Services
 Dinwiddie Department of Social Services
 Essex Department of Social Services
 Fairfax Salvation Army
 Fauquier Department of Social Services
 Fredericksburg Department of Social Services
 Fredericksburg Salvation Army
 Fluvanna Rural Outreach
 Gloucester Salvation Army
 Goochland Department of Social Services
 Greensville/Emporia Department of Social Services
 Hanover Department of Social Services
 Harrisonburg Salvation Army
 Hopewell Salvation Army
 King George Department of Social Services
 King & Queen Department of Social Services
 King William Department of Social Services
 Lancaster Department of Social Services
 Leesburg Salvation Army
 Lorton Community Action
 Mathews Department of Social Services
 Middlesex Department of Social Services
 Monticello Area Community Action Program
 New Kent Department of Social Services
 Norfolk Salvation Army
 Northern Virginia Family Services
 Northumberland Department of Social Services
 Peninsula Salvation Army
 Petersburg Salvation Army
 Piedmont United Way
 Pittsylvania Department of Social Services
 Portsmouth Salvation Army
 Powhatan Department of Social Services
 Prince George Department of Social Services

Richmond County Department of Social Services
 Richmond Salvation Army
 Rockbridge Area Relief Association
 Senior Connections
 Shenandoah Department of Social Services
 Spotsylvania Department of Social Services
 Stafford Department of Social Services
 Staunton Salvation Army
 STEPS, Inc.
 Suffolk Salvation Army
 Sussex Department of Social Services
 Tri-County Community Action
 United Community Ministries
 United Way of Central Virginia
 United Way of Greater Richmond & Petersburg
 Virginia Area Agencies on Aging
 Waynesboro Salvation Army
 Westmoreland Department of Social Services
 Williamsburg Salvation Army

Veteran Services Agencies

Friendship Place
 Hampton Roads Community Action Program (formerly Office of Human Affairs)
 STOP
 Virginia Beach Community Development Corporation
 Virginia Department of Veterans Affairs
 Virginia Supportive Housing
 Volunteers of America Chesapeake

Centers for Independent Living

Access Independence, Inc.
 Blue Ridge Independent Living Center
 Department for Aging and Rehabilitative Services
 disAbility Resource Center
 Disability Rights & Resource Center
 Endependence Center, Inc.
 ENDependence Center of Northern Virginia
 Independence Empowerment Center
 Independence Resource Center
 Lynchburg Center for Independent Living
 Peninsula Center for Independent Living/Insight Enterprises, Inc.
 Resources for Independent Living, Inc.
 Valley Associates for Independent Living

EnergyShare Bill Assistance Customer Advisory Board

Jill Coleman, The Cameron Foundation
Traci DeGroat, Habitat for Humanity
Prince William County
Katharine Dixon, Rebuilding Together Alexandria
Helena Dodson, Chesapeake NAACP and Ladies
of Distinction, Inc.
Veronica Fleming, Partnership for Families
Janet Green, Habitat for Humanity Peninsula &
Greater Williamsburg
Andrea Gregg, Virginia Department of Social
Services
Rhonda Jeter, Virginia Department for Aging and
Rehabilitative Services
Matthew Leslie, Virginia Department of Veterans
Services
Kathy Miller, Division for Community Living
Office for Aging Services
Robert Morrow, 2-1-1 VIRGINIA
Jeffrey Pillow, Aetna Better Health of Virginia
Tami Radecke, Augusta Health Foundation
Rita Randolph, EnergyShare Program Manager,
Dominion Energy
Cory McCann, Director–Customer Revenue
Management, Dominion Energy
Charlene Whitfield, Vice President–Customer
Service, Dominion Energy
Tracey Winckler, United Way of Greater
Richmond & Petersburg

Weatherization Advisory Committee

Bob Adams, Housing Virginia
Carmen Bingham, Virginia Poverty Law Center
KC Bleile, Viridiant
Katharine Bond, Senior Policy Advisor, Dominion
Energy
Robert Courtneage, Fredericksburg Clean and
Green Commission
Brett Crable, Director–New Technology & Energy
Conservation, Dominion Energy
Willie Fobbs, Department of Housing and
Community Development
Bill Greenleaf, Virginia Community Capital
Chelsea Harnish, Virginia Energy Efficiency
Council
Susan Hill, Department of Housing and
Community Development
Michael Hubbard, Manager, Energy
Conservation, Dominion Energy
Nicholas Meyer, Energy Conservation Program
Manager, Dominion Energy
Quincy Dodge, Virginia Housing Alliance
Helen Reinecke-Wilt, Arlington Initiative to
Rethink Energy

Photo Captions

Front cover:
Dominion Energy Volunteer Rayhan
Daudani (at left) talks with Mamie
Smith after installing a new window air
conditioning unit in her home at Gilpin
Court in Richmond, Va.

Page 3:
Bottom: Dominion Energy volunteers
weatherize a home for the McShin
Foundation.

Top: Matt Adams at an outreach event.

Page 4:
Top: Ivery High EnergyShare pledge
recipient (at left) and Dr. Mary Lopez at
the Independence Empowerment Center
in Manassas, Va.

Bottom: Alex Watson (at left) and Steven
Smalls in front of the Virginia Beach
Community Development Corporation
building in Virginia Beach, Va.

Page 5:
Left: Troy and Michelle Mullaney at their
home in Newport News, Va.

Right: Dominion Energy volunteers
and the project:HOMES crew with the
Clarks in front of their home after making
significant energy efficiency upgrades to
the structure.

Page 6:
Bottom: Dominion Energy volunteers
Allan Sharrett, Rohit Sharma, and Kelly
Rock unload air conditioning units to be
distributed to elderly residents of the
Richmond Redevelopment and Housing
Authority:

Top: Marilyn Coleman (at left) educates a
member of the community about energy
efficient LED bulbs at an outreach event.

Credits

Produced by Dominion Energy Public Policy
and State & Local Affairs, Customer Revenue
Management, New Technology & Energy
Conservation, and Corporate Branding & Design.

© 2018 Dominion Energy 2018-342

www.DominionEnergy.com/EnergyShare-VA

Program Mailing Address

EnergyShare
P.O. Box 91717
Richmond, VA 23291

Program Email Address

AskEnergyShare@DominionEnergy.com