



# EnergyShare<sup>®</sup>

## A Helping Hand in Times of Need

2019 Annual Report



# 100 Homes Vets

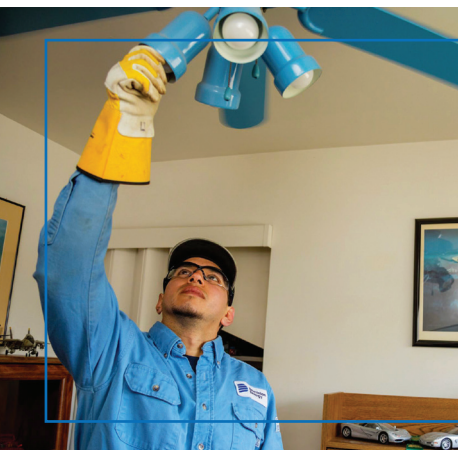


## The Parkers

The initiative kicked-off on November 14 at the home of Chesterfield County Naval veteran Mr. Parker. EnergyShare's longtime partner, project:HOMES, performed weatherization services including sealing air leaks in the ductwork and window, and adding insulation in the attic and walls to make the home more comfortable. Safety measures such as new outlets, CO2 and smoke detectors were also installed. In addition to the energy efficiency upgrades, skilled Dominion Energy volunteers repaired the Parkers' storm door, put a new roof on their shed, and sanded and stained their deck.

## The Burnos

Mr. Danny Burno, a 6-year Navy veteran, and his wife Melissa were using kerosene heaters to warm their home last winter. Their financial troubles started in December 2015 when Mr. Burno suffered a stroke that left him paralyzed on the left side of his body and unable to work. Their gas heater wasn't working properly, causing their gas bill to become unmanageable. Eventually they fell behind on their payments and their service was disconnected. Desperate for assistance, the Burnos reached out to the community and learned about EnergyShare. EnergyShare was able to cover the balance of their electric and gas bill and have their services restored. The gas furnace had to be replaced, so in partnership with the Department of Housing and Community Development and the Virginia Beach-based community action agency, STOP, Inc., the Burnos were able to get a new gas heating unit, a water heater, and insulation for their attic. "It's humbling at times," said Mr. Burno.



## Steven Pagach

Mr. Steven Pagach, World War II veteran, was referred to the EnergyShare program by the executive director of Operation Renewed Hope Foundation, Col. Deborah Snyder. EnergyShare partnered with Community Housing Partners (CHP) to provide LED lighting, a low flow shower head, pipe wrap for the water heater, an AC system tune-up, duct seals, and smoke and carbon dioxide detectors, as well as repairs to his junction box cover and dryer vent. Along with several energy efficiency upgrades, Dominion Energy volunteers also completed yard work around Mr. Pagach's home.





## 100 Homes 100 Vets

Dominion Energy partnered with the Department of Veterans Services on the *100 Homes 100 Vets* initiative. The company has committed to provide free energy efficiency upgrades for at least 100 qualifying veteran's homes. Veterans will also learn how to better manage their energy use to save money on their energy bills. Through our volunteer program, projects may also include additional home repairs to improve the safety and comfort of the residence.

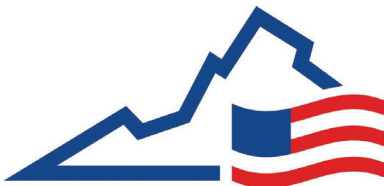
We are reaching out to identify eligible veterans and their spouses in several ways, including community outreach and education events and our call-in segments at local news stations.

EnergyShare  
administered  
assistance to over

**4,500  
veterans**

since the program's  
expansion in

**2015**



Virginia Department of Veterans Services  
[www.dvs.virginia.gov](http://www.dvs.virginia.gov)

# EnergyShare<sup>®</sup>

## How does it work?

EnergyShare provides three forms of assistance:

1

### Bill Payment

Helps with any type of heating/cooling source (wood, oil, natural gas, propane, kerosene, electric) for qualifying individuals, veterans and persons living with disabilities.

2

### Weatherization

To help save on energy costs, Dominion Energy offers free energy audits and energy efficiency upgrades. Free weatherization is open to renters and homeowners. Approved Dominion Energy customers who have previously received bill assistance are automatically eligible to receive a free energy assessment and installation of energy efficiency upgrades. Measures may include: EnergyStar<sup>®</sup> qualified LED light bulbs, efficient showerhead(s) and faucet aerators, wrap insulation for water heater and hot water pipes, attic and floor insulation, and air/duct sealing, furnace fan motor, heat pump and A/C tune-up and refrigerator replacement to EnergyStar<sup>®</sup> level.

3

### Education/Outreach

Partnering with the community to help residents understand energy use and providing low or no cost tips to make simple, cost-effective changes.

**To find your local EnergyShare agency  
please call 211 or visit [211Virginia.org](http://211Virginia.org).**

# EnergyShare Historical Facts

The Dominion Energy EnergyShare program has a long history of assisting members in the communities we serve with their energy needs. The program has expanded to become an even more comprehensive program over its 37-year existence.

## 1982

EnergyShare began as a heating assistance program helping with any type of heating source (wood, oil, natural gas, propane, kerosene, electric)

## 2008

Expanded year-round to include cooling component

## 2015

- Initial program expansion enabled by Senate Bill 1349
- Free home assessment/energy efficiency upgrades
- Energy education/outreach
- Specialized program for veterans and persons living with disabilities created
- Expansion developed with input from non-profits and key stakeholders
- \$42 million incremental commitment for EnergyShare

## 2018

- Expansion developed with input from non-profits and key stakeholders
- Significant expansion in the Grid Transformation and Security Act (GTSA)
- Increased funding for veterans and persons living with disabilities
- \$130 million commitment through 2028

## Key Metrics



**606,000**

Peopled Reached at Outreach Events

**67,800**

Families and Individuals Helped with Bill Assistance

**4,500**

Veterans Served

**4,300**

Individuals with Disabilities Served

**59,000**

Bill Pay Clients Assisted

**8,900**

Multi-Family Homes Weatherized  
(91% of Homes Weatherized)

**900**

Single-Family Homes Weatherized

\*Key metrics since 2015 expansion. Excludes regulated weatherization programs.

## Background

Dominion Energy provides clean, safe, and reliable energy to our customers, and we are committed to strengthening the communities where we do business. Through its EnergyShare program, the company provides assistance to customers in times of need to bridge a financial gap by helping them cover their energy costs and offering free energy efficiency upgrades. These upgrades provide permanent energy bill savings through energy conservation. EnergyShare has helped nearly 827,600 qualified individuals and families in the communities we serve through its year-round energy assistance program since 1982. Following a significant program expansion in 2015, Dominion Energy engaged the help of key stakeholders to develop the future of the program. The commitment was further strengthened in 2018 by the Grid Transformation and Security Act (GTSA), which increased funding to \$130 million through 2028, helping even more individuals and their families experiencing financial crises pay for the cost of heating and cooling their homes.

Since the 2015 expansion:

- **4,500** veterans and **4,300** individuals living with disabilities have received bill assistance
- More than **9,800** single- and multi-family homes have been made more efficient, and
- Dominion Energy representatives and volunteers have participated in more than **1,400** outreach events educating more than **606,000** people.

The company has a long history of working with the communities we serve. The service we provide is essential to the health and well-being of our customers, especially those more vulnerable residents, like the elderly or those living with disabilities.







## Engaging Our Partners

For more than 37 years, Dominion Energy has hosted agency workshops with our health and human service partner agencies throughout Virginia. The company engaged with nearly 100 partner agencies providing a forum to share updates on the status of the program as well as best practices on an annual basis. Dominion Energy also holds meetings with our Customer Advisory Board, Weatherization Advisory Committee and other industry advocates to listen to our stakeholders and have an open dialogue to continue to improve the program.

Another example of how Dominion Energy is engaging our partners is through our work with an EnergyShare intake agency, STEPS, Inc., in the expansion of our EnergyShare program in Buckingham County. To help alleviate transportation barriers and create additional awareness about the program, EnergyShare and STEPS, Inc. are working with Ellis Acres Park, a local non-profit, to accept applications for energy assistance twice monthly at their location and others throughout the county.

EnergyShare  
engaged with nearly

**100**

**Partner Agencies**  
in Virginia

# Expanding Support for Veterans and Individuals living with Disabilities

As a result of the GTSA of 2018 and our unique public-private partnership with the Department of Veterans Services and the Centers for Independent Living, support significantly increased for veterans and individuals living with disabilities to \$800,000 annually. The additional resources allow the EnergyShare program to help those who need it the most without them having to work through multiple state agencies.

Here are some examples of how our customers are benefiting from these resources:

## Mrs. V

Mrs. V is a single mom with 3-year-old twin girls and a 5-year-old son who has a disability. She was recently laid off from her job. Resources for Independent Living is helping her with community resources for food, household items and job training. She was “overjoyed” when her case manager connected her to EnergyShare. Not having to worry about paying the electric bill enables her to use more of her resources to care for her three children. The support from EnergyShare has resulted in one less thing to worry about as she focuses on her family and her future goals.

## Ms. T

Ms. T’s electric bills have been consistently high as a result of many needed home repairs. Living with multiple illnesses, a disabled adult child and a small income from Social Security, she is facing a difficult financial situation. Through the EnergyShare program, Ms. T was able to receive energy efficiency upgrades to her home and have her entire electric account balance cleared through a once-in-a-lifetime funding available to those experiencing extraordinary financial challenges. With the much-needed help and home repairs, Ms. T can finally say, “she’s back on her feet, grateful for the help, and on her way to recovery.”





# 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  
STOP, Inc.  
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 Service-Serve Inc.  
Northumberland Department of Social Services  
Orange Department of Social Services  
Peninsula Salvation Army  
Petersburg Salvation Army  
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  
Stafford Emergency Relief through Volunteer Efforts  
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  
Waynesboro Salvation Army  
Westmoreland Department of Social Services  
Williamsburg Salvation Army

## Veteran Services Agencies

Friendship Place  
Hampton Roads Community Action Program  
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  
Independence 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

Kevin Koziol,  
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

Corynne Arnett,  
Vice President–Customer  
Service, Dominion Energy

Celeste Anderson,  
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 Director,  
Dominion Energy

Robert Courtnege,  
Fredericksburg Clean and Green  
Commission

Willie Fobbs,  
Department of Housing and  
Community Development

Nathan Frost,  
Director–New Technology &  
Energy Conservation, Dominion  
Energy

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

Helen Reinecke-Wilt,  
Arlington Initiative to Rethink  
Energy

## **Photo Captions**

Front cover:

Top: Dominion Energy volunteer making home repairs.

Middle: Leroy Adkins at EnergyShare blockparty outreach event.

Bottom left: Dominion Energy volunteer Justin Huggard with Naval veteran Mr. Parker.

Bottom right: Dominion Energy volunteers making home repairs.

Page 1:

Top: Dennis McDade working at the home of Chesterfield County Naval veteran Mr. Parker.

Middle: Dominion Energy volunteer working with STOP Inc. weatherization provider at the home of 6-year Navy veteran Mr. Burno.

Bottom: Dominion Energy volunteer installing energy efficient light bulbs at the home of World War II veteran Mr. Pagach.

Page 2:

Top: Dominion Energy volunteers at a Channel 12 Call-in outreach event for 100 Homes 100 Vets.

Page 5:

Bottom: Dominion Energy volunteers making home repairs.

Page 6:

Top: Dominion Energy volunteer Leroy Adkins at an outreach event in Alexandria.

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[www.DominionEnergy.com/EnergyShare-VA](http://www.DominionEnergy.com/EnergyShare-VA)

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