

# EnergyShare<sup>®</sup>



**STRENGTHENING THE COMMUNITIES WE SERVE**



**ENERGYSHARE ANNIVERSARY  
SPECIAL EDITION**

**SEPTEMBER 1, 2016**

## EXECUTIVE SUMMARY

Community engagement is embedded in Dominion’s culture and we are committed to improving the quality of life of the citizens where we do business. Customers depend on us for affordable energy, but sometimes our customers find themselves in a crisis. That’s why we help by paying their energy bills and offering no-cost upgrades which will result in lasting energy improvements to customers’ homes. These upgrades reduce the demand on customers’ bills and help them conserve energy.

In an effort to strengthen the communities we serve, on Sept. 1, 2015, Dominion Virginia Power significantly expanded both the funding and resources it devotes to EnergyShare. Since the launch of the expanded program, the company has provided financial assistance and sustainable energy savings to more than 14,100 families.

To date:

- 800 veterans and 1,000 individuals living with disabilities have received bill assistance. This brings the total number of individuals and families who have been helped through EnergyShare to 775,000 over the past 34 years.
- 7,000 single- and multi-family homes have been made more energy efficient, and
- Dominion representatives and volunteers have participated in 200 outreach events designed to encourage residents to make wise energy-saving decisions.

The company has long been committed to helping residents within its service territory make wise energy decisions. Heating and cooling are essential to the health and welfare of all individuals, especially those who are elderly or living with disabilities. The 2015 expansion of the EnergyShare program links, for the first time, energy assistance with weatherization services, education and outreach. The goal is to help residents reduce energy costs and make lasting changes.



### Help—by the numbers

**775,000**

**Families and individuals helped since 1982**

**14,100**

**Families and individuals helped with bill assistance since program expansion**

**7,000**

**Homes weatherized since program expansion**

**200**

**Outreach events conducted since program expansion**

### CONTENTS

Background	<b>3</b>
Governance and Reporting	<b>3</b>
Volunteers	<b>4</b>
Benchmarking	<b>4</b>
Program Updates	
Bill Assistance	<b>5</b>
Weatherization	<b>5</b>
Education and Outreach	<b>7</b>
Outreach Materials	<b>8</b>
Expansion Impact	<b>9</b>
Budget and Schedule	<b>9</b>
Thank You to Our Partners	<b>10</b>

To view a video of client and partner testimonials and to download an electronic version of this report, please visit [www.dom.com/EnergyShare-va](http://www.dom.com/EnergyShare-va).

## BACKGROUND

Since 1982, EnergyShare has provided bill payment assistance to residents facing a personal or family crisis.

With the expansion, Dominion committed to invest \$57 million through 2019 to help more people with their energy bills. The expanded program broadens participation to individuals with disabilities and military veterans facing financial challenges. In addition, EnergyShare also offers free weatherization services and educational outreach to help qualifying customers reduce energy usage and lower their bills by making lasting energy-saving improvements.

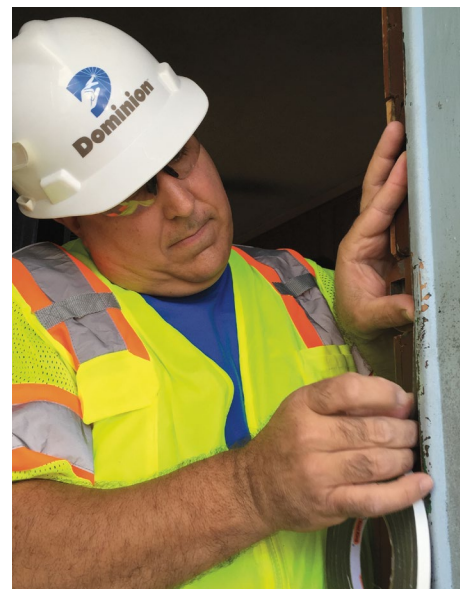
The initiative was launched in accordance with 2015 Senate Bill 1349 and with an executive directive issued by Gov. Terry McAuliffe. To ensure the program meets the needs of the commonwealth, Dominion continues to work with state agencies, non-profits and other stakeholders who provide services to the types of individuals whom EnergyShare is meant to serve: individuals who are facing financial challenges that make it difficult to pay their energy bills. The program targets vulnerable populations among the elderly, individuals living with disabilities and military veterans.

Excellence is one of Dominion's core values. As a result, the company is working to make this expansion a "best-in-class" program. This report compiles established measurement, monitoring and reporting standards to effectively gauge the program's performance.

It also provides detailed program updates on several components that are key to the initiative's success: weatherization assistance, bill payment assistance, and education and outreach. The report captures the estimated amount of energy savings achieved and tracks the number of lives impacted through weatherization, outreach events and bill assistance since Sept. 1, 2015. Financial reports contained in this document focus on budget management as well as cost isolation for regulatory accounting and Virginia State Corporation Commission reporting.

## GOVERNANCE AND REPORTING

The program is overseen by an internal governance committee, chaired by an executive sponsor. Reports are provided to the governance committee on a quarterly basis. Additionally, the program is advised by two external councils—one for bill assistance and one for weatherization—the bill assistance advisory board and the weatherization advisory board, both of which are made up of representatives from public and private entities external to Dominion that have expertise in their respective industries. Representatives from these organizations help individuals in need and provide valuable insight from their unique perspective. In addition, annual program results are reported to the governor and members of the General Assembly.



## VOLUNTEERS

Dominion employee volunteers actively support EnergyShare projects throughout the year. Volunteers have:

- installed water heater insulation blankets,
- insulated exposed hot water pipes,
- installed weather stripping, caulked doors and windows,
- installed surge protectors,
- replaced incandescent light bulbs with energy-efficient light bulbs, and
- shared energy-savings options with customers and clients.

Employees not only gain valuable energy-efficiency knowledge and skills that they can share with friends and families, but they also become stewards of energy efficiency in their own communities.

## BENCHMARKING

In an effort to make sure the expanded EnergyShare program is “best-in-class,” Dominion compared it to similar low-income energy assistance programs around the country. Out of the seven energy companies found to have similar programs, Dominion’s EnergyShare is the only one that addresses energy assistance and weatherization through specific programs for all vulnerable population groups examined: individuals living with disabilities, elderly, veterans, and multi-family homes. The unique relationships maintained with the state agencies that administer the program help the company meet community needs.

EnergyShare also is the only program to provide a benefit for veterans facing financial challenges, and to directly support residents of multi-family homes. In addition, EnergyShare succeeds in maximizing flexibility for the people and providers it serves; this flexibility helps with weatherization needs not covered by federal and state programs.

## Public-private partnerships

One of Dominion’s most critical partners in developing the expanded EnergyShare program was the Virginia Department of Housing and Community Development (DHCD). The company reached out to the affordable housing experts for guidance on how best to meet the energy efficiency needs in the community. By working with DHCD-certified weatherization agencies, the company gained confidence that the services would be in experienced hands, while still maintaining program flexibility.

As the program continues to evolve, Dominion works with its public partners to make it more efficient and help more people. “[EnergyShare] allows the agencies ... to serve the clients better and provide more services,” said Willie Fobbs, associate director of housing—Virginia Department of Housing and Community Development. “We’ve had more feedback from our clients who have been able to say ... they are experiencing either a more comfortable setting or lower bills,” said Fobbs.

Reaching vulnerable communities is another key part of the mission of the expanded program, so the company worked with the Department for Aging and Rehabilitative Services and the Department of Veterans Services to carve out specific support for veterans and individuals living with disabilities.

Jim Rothrock, Virginia Commissioner for the Department for Aging and Rehabilitative Services, said, “Sometimes the struggle for [our clients] to maintain their earning capacity is a big problem. Being able to depend on this program can mean the difference between having to leave their current residence, as opposed to staying in it, and continuing the momentum. And that is critical.”

Matt Leslie, Director of Housing Development for the Virginia Department for Veterans Services, coordinates statewide efforts to end veteran homelessness. “As we’re putting veterans into housing, having Dominion help with utility assistance is an immense resource. It helps the veteran not have to worry about keeping the lights on.”

Dominion coordinates with the Department of Social Services in Virginia to make sure services don’t overlap and resources are available between state bill assistance seasons. “EnergyShare is wonderful because it fills in the gaps. We are not a year-round program and EnergyShare is,” said Andrea Gregg, Manager of Energy Assistance Programs—Commonwealth of Virginia Department of Social Services. “We do a lot of referral back and forth between Dominion’s program to fill the need.”



## PROGRAM UPDATES

### BILL ASSISTANCE

EnergyShare began as a crisis bill assistance program in the Hampton Roads area of Virginia more than 30 years ago. Three decades later, the program continues to help those in need pay heating and cooling bills. In 2015, the bill assistance program was expanded to include a focus on two highly vulnerable populations: veterans and individuals living with disabilities.

Eligible heating and cooling sources include electric utilities, gas, oil, wood and kerosene providers. The United Way of Greater Richmond and Petersburg is the managing agency for EnergyShare bill assistance. Dominion and the United Way work with more than 100 EnergyShare agencies, veterans service agencies and the Centers for Independent Living to administer the program. The agencies determine eligibility and request payments from the United Way. Upon approval, the United Way submits payments directly to the utility vendor on behalf of the client.

Beginning in 2015, Dominion partnered with the Department of Veterans Services and Department for Aging and Rehabilitative Services to provide energy payment pledges to 2,000 veterans and people living with disabilities annually. Pledges can be applied to connection fees, deposits or clients' accounts.

In 2015, 13,000 individuals or families received assistance on their bills through EnergyShare. Following the program expansion Sept. 1, 2015, 800 veterans facing financial challenges and 1,000 individuals living with disabilities received services. Since the program expanded, 12,300 clients have received bill assistance, bringing the total number of people and families who have been helped since EnergyShare began in 1982 to 775,000.

### WEATHERIZATION

Dominion provides weatherization improvements to its low-income electric customers who meet one of the following eligibility criteria: elderly, disabled or EnergyShare bill assistance beneficiary. The program complements the company's existing Income & Age Qualifying Home Improvement Regulated Program, approved by the Virginia State Corporation Commission in April 2015, by broadening the eligibility criteria to include households in need of such assistance but that otherwise may not be eligible.

Dominion works with non-profit state weatherization assistance providers that have performed this type of work on behalf of the state's federally-funded program for many years. The company also will form a weatherization steering committee, made up of partners in the energy efficiency industry, by the end of 2016. Eligible customers are referred to the appropriate weatherization provider in their area; the vendor then schedules an energy audit and installs all or some of the following measures according to needs identified in the audit:

- LED light bulbs,
- faucet aerators,



#### Evette Lewis

Richmond, Va.

EnergyShare bill assistance client  
Virginia Supportive Housing

Virginia Supportive Housing (VSH) came into Evette's life when she was living on the streets of Richmond a little more than a year ago.

With the help of VSH, she moved into a safe apartment, but soon Evette's bills began to add up. She was facing the choice between paying her rent or paying her electric bill. A veteran of the United States Air Force and a recipient of housing assistance, Evette was eligible for the EnergyShare bill assistance program.

"I called Virginia Supportive Housing to let them know I was afraid I was going to be back on the streets and was going to need a sleeping bag. That's when my caseworker told me about EnergyShare."

Evette received a \$500 pledge on her electric account to keep her lights on and her home warm.

"EnergyShare was a blessing in my life at that time," she said. "It's a safety net that is needed when you're transitioning from homelessness to stability again. Anything that comes up can throw you off kilter ... and without it, you always have that thought—well, I could go back outside again."

- attic insulation,
- high-efficiency central furnace fan motors,
- low-flow showerheads,
- water heater pipe wrap insulation,
- heat pump tune-up/AC tune-up, and
- air sealing.

In some cases, EnergyShare goes beyond energy savings to make homes safer for residents. Some homes require health and safety measures to be installed alongside energy efficiency upgrades. In those homes, EnergyShare covers the cost of measures such as carbon monoxide detectors, electric and mechanical repairs, air quality and biological corrections and roof repairs.

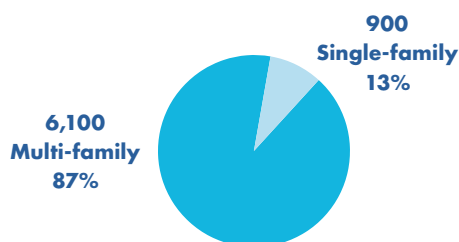
Since the weatherization program began on Sept. 1, 2015, 7,000 homes have received energy-efficiency measures across Dominion’s service territory. Of that number, approximately 1,850 of the homes were weatherized by EnergyShare and 5,150 through a Dominion Energy Conservation program. Of these homes, 900 are single-family homes and 6,100 are multi-family residences. Dominion has worked with public housing authorities to weatherize more than 420 units as part of the multi-family focus. In addition, through customized projects, the company is working with providers to make weatherization improvements to facilities housing homeless families and/or veterans in its service area. Dominion has a quality assurance process in place to regularly monitor installations and workmanship in the field.

Since Sept. 1, 2015, the installed energy-efficiency measures for the EnergyShare program and a Dominion Energy Conservation program equate to more than 3.8 million kilowatt-hours of energy savings, which is in-line with the original program design expectations. The average all-electric single family home will save an estimated 10 to 15 percent annually. Because some homes need more work than others, approximately 10 percent of the single-family homes receiving improvements have the potential to see monthly bills cut almost in half.

Multi-family units previously were not eligible to participate in state weatherization programs. Since September, Dominion’s expanded program has assisted 6,100 multi-family homes, with an estimated average annual savings between 5 and 15 percent. There is more variability in the opportunities to install measures in multi-family units due to differing structure types and the number of electric appliances within the unit. For example, first-floor or mid-floor units have no opportunity for attic insulation, which reduces savings opportunities.

A sample billing analysis will be conducted to further evaluate the measures put in place over all seasons. Details will be shared in the 2016-2017 Annual EnergyShare Report.

**Types of residences (single- and multi-family) weatherized by EnergyShare since Sept. 1, 2015**



**Gertrude Waller**

Richmond, Va.

EnergyShare weatherization client  
Project:HOMES

When Gertrude Waller’s only son, Marvin, died in March 2015 of a massive stroke at age 45, it was devastating to her and her husband, Woodrow. Just two months later, her husband suffered a debilitating stroke that left him paralyzed on one side.

“I knew I needed help to get back on my feet,” Gertrude said.

When it was time for Woodrow to return from the nursing home, it was obvious that the Wallers’ home needed a wheelchair ramp and energy-efficiency improvements. Gertrude turned to project:HOMES, the state weatherization and housing rehabilitation provider in Richmond, for help. Project:HOMES and Dominion teamed up to help her.

Volunteers and project:HOMES technicians blew insulation into her attic, tuned up her HVAC system and installed LED light bulbs, all with the goal of helping Gertrude save money. The energy efficiency measures are part of the newly expanded EnergyShare program.

I didn’t know help like that was out there,” Gertrude said. “And I really appreciate it.”

## EDUCATION & OUTREACH

In an effort to reach at-risk, low-income and other vulnerable customers, Dominion this year expanded the company's existing energy assistance outreach administrator roles by adding two additional administrators in the Northern and Eastern regions of Virginia. The team's mission is to educate and proactively assist customers with EnergyShare and other resources, including account management options.

The outreach administrators travel around the state, hosting, coordinating and attending community events to educate customers on energy conservation, weatherization and energy assistance payment options.

Since Sept. 1, 2015, Dominion representatives have attended 200 events with over 120,000 people in attendance. Of that total, 27 have been events geared toward the disabled community and 32 have been events geared toward the military community. Using exhibits and information booths, administrators conduct hands-on demonstration sessions to help participants understand how energy is used and how it impacts their bills.

Volunteers who participate in projects and alongside EnergyShare partners also focus on raising awareness, community engagement and education at home and in their communities.

The opening ad for Dominion's 2016 advertising campaign highlights how the company's EnergyShare program helps the community. The ads are running in the Washington D.C., Richmond, Norfolk and Charlottesville markets.



### Eilene Kondysar

James City County, Va.  
EnergyShare weatherization client  
Williamsburg-James City County  
Community Action

When cold weather hit, Eilene Kondysar was faced with having to decide between paying her mortgage or her electric bill. Despite energy bills she described as "astronomical," she felt that her home wasn't warm enough for her 1-year-old grandson to visit.

"It was cold. It's a problem when you have to sleep with five or six blankets, or be afraid of the dangers of a space heater," Eilene said.

After finding out about the expanded EnergyShare program from James City County, she contacted project:HOMES, who helped, thanks to funding through Dominion's program.

Volunteers and contractors replaced her A/C and heating units with an efficient new unit, put insulation under the house, and installed low-flow showerheads and a whole-house fan to help Eilene save money and improve her family's quality of life.

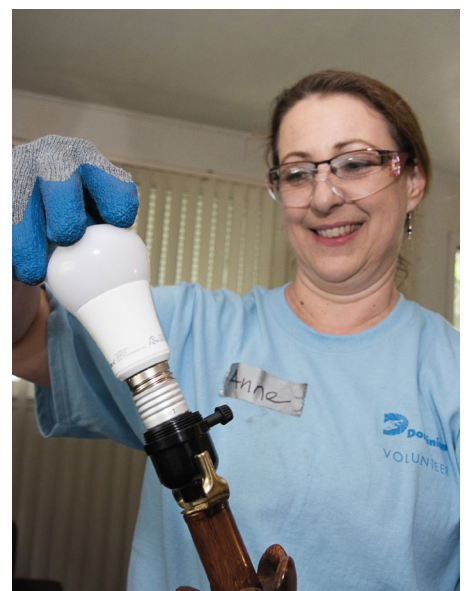
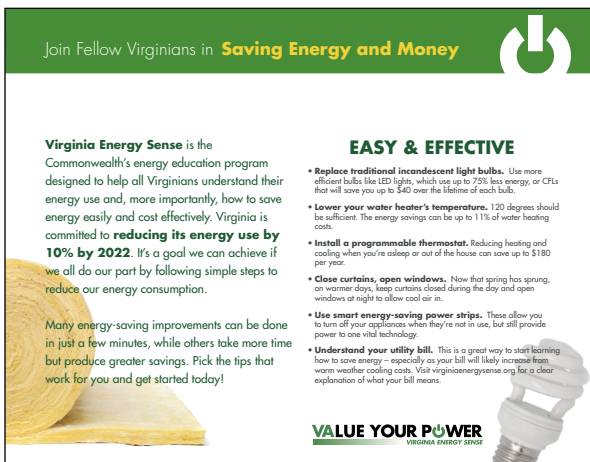
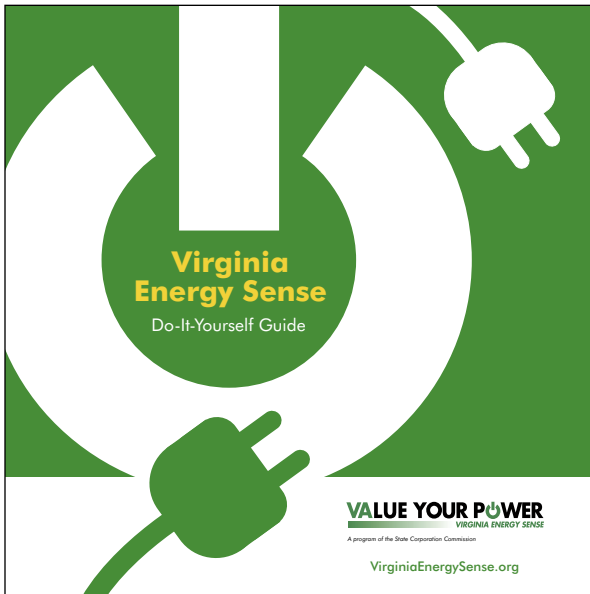
After her home was finished, Eilene reported that the air felt cleaner, her house warmed and cooled easily, and she expects much lower energy bills. And now her grandson comes over to stay.





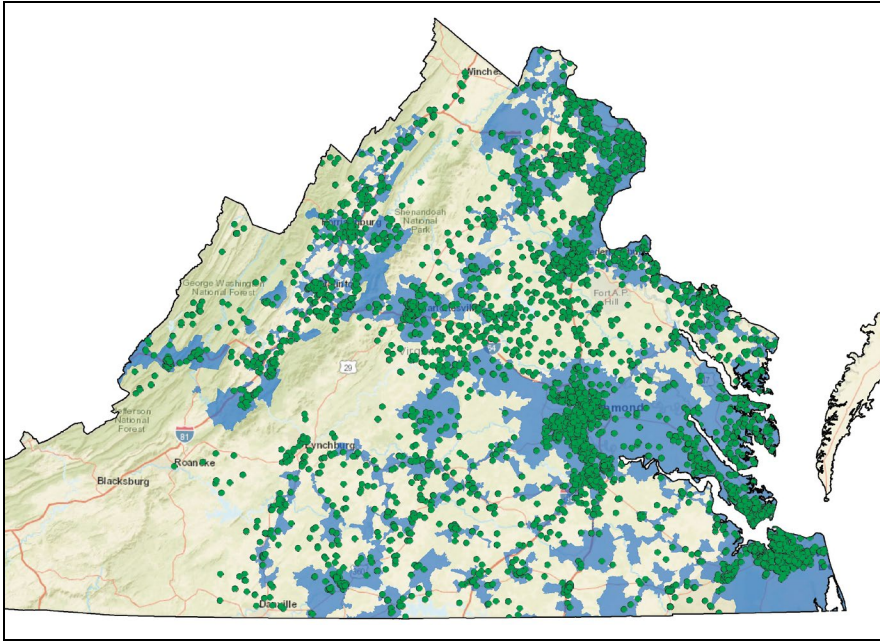
## OUTREACH MATERIALS

The company developed a variety of materials and worked with the State Corporation Commission's Virginia Energy Sense program and the United States Department of Energy to disseminate their materials during events and volunteer projects. Materials contain information on available energy assistance programs, how to apply, assistance with managing bills, payment options and a checklist on easy, no-cost ways to save money. Other materials include energy-efficiency awareness activity books, do-it-yourself guides, seasonal energy-saving checklists and energy-efficiency kits.





## EXPANSION IMPACT



The blue area is Dominion’s service area. The green dots indicate specific locations where EnergyShare made an impact.

## BUDGET & SCHEDULE

Dominion committed \$57 million over five years. EnergyShare is on schedule and on budget.

	2015	2016	2017	2018	2019	Total
Weatherization	\$4.5	\$9.0	\$9.0	\$3.0	\$3.0	\$28.5
Energy Assistance	\$4.6	\$4.6	\$4.6	\$4.6	\$4.6	\$23.0
Education & Outreach	\$1.0	\$1.1	\$1.1	\$1.2	\$1.2	\$5.5
<b>Total Contributions</b>	<b>\$10.0</b>	<b>\$14.7</b>	<b>\$14.7</b>	<b>\$8.7</b>	<b>\$8.8</b>	<b>\$57.0</b>

Note: Dollars are in millions.

Lives impacted since  
September 1, 2015

**800**

Veterans

**1,000**

Individuals with a  
disability

**12,300**

General clients

**900**

Single-family residences  
weatherized

**6,100**

Multi-family residences  
weatherized, of which 420  
are public housing units

**120,000**

People reached through  
community events

## THANK YOU TO OUR PARTNERS

**The expanded EnergyShare program was developed in collaboration with state agencies, non-profit organizations and other entities. Dominion works with partner agencies across the Commonwealth to administer all aspects of the program, including weatherization, bill assistance and outreach. Without this public-private partnership, we would not be able to help those who need it most.**

### **PARTNERS IN PROGRAM DEVELOPMENT**

Arc of Northern Virginia  
Bay Aging  
Chesapeake Climate Action Network  
Community Residences, Inc.  
EarthCraft  
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 Housing Development Authority  
Virginia League of Conservation Voters  
Virginia State Corporation Commission Staff  
Virginia Supportive Housing

### **WEATHERIZATION PARTNER AGENCIES**

Bay Aging  
Community Housing Partners  
Crater District Area Agency on Aging  
Lynchburg Community Action Agency  
Pittsylvania County Community Action  
Project:HOMES  
Rappahannock Area Agency on Aging  
Telamon, Corp.  
The STOP Organization  
Total Action for Progress  
Tri-County Community Action  
Williamsburg-James City County Community Action

### **GENERAL ENERGYSHARE BILL ASSISTANCE PARTNER AGENCIES**

ACTS  
Alexandria Department of Community and Human Services  
Alexandria Salvation Army  
Alliance for Interfaith Ministries  
Arlington Department of Human Services  
Arlington Thrive  
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  
East District Family Resource Center  
Essex Department of Social Services  
Fairfax Salvation Army  
Fauquier Department of Social Services  
Fredericksburg Department of Social Services  
Fredericksburg Salvation Army  
Franklin Salvation Army  
Fluvanna Rural Outreach  
Gloucester Salvation Army  
Goochland Department of Social Services  
Greenville/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  
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  
SERVE, Inc.  
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

## VETERANS SERVICES AGENCIES

Appalachian Regional Coalition on Homelessness (ARCH)  
Friendship Place  
Hampton Roads Community Action Program (formerly Office of Human Affairs)  
Quin Rivers, Inc.  
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  
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

Nat Burrus, DOW Chemical (retired)  
Jill Coleman, The Cameron Foundation  
T. Tyrone Champion, Community Touch  
Helena Dodson, NAACP  
Reggie Gordon, City of Richmond  
Janet Green, Habitat for Humanity  
Andrea Gregg, Virginia Department of Social Services  
Rich Irons, First Citizens Bank  
Karen Lewis, Westmoreland County Asst. Administrator  
Scott McCaffrey, Sun Gazette  
Rita Randolph, Dominion

### PHOTO CAPTIONS

Front cover:

Morenike Miles (at right), helps install LED lighting for Lorna Warden (at left), a resident of the Better Housing Coalition's Columns on Grove apartments in Richmond, Va.

Page 3:

Top: Andrew Waters (at left) and Ken Barker (at right) install energy efficient outdoor lighting at the home of an EnergyShare weatherization recipient in Henrico, Va.

Middle: Leroy Adkins (at right) explains Dominion's assistance programs to Kerri Walker (at left), director of energy conservation programs at project:HOMES, during a volunteer weatherization project with formerly homeless veterans at Liberation Family Services in Richmond, Va.

Bottom: Anthony Barni installs weather stripping at the home of an EnergyShare weatherization recipient as part of a multi-house initiative with LEAP in Charlottesville, Va.

Page 5:

Evette Lewis, a veteran of the United States Air Force, transitioned from homelessness to her very own apartment with the help of Virginia Supportive Housing. She received EnergyShare bill assistance through the expanded EnergyShare program.

Page 6:

When Gertrude Waller needed help, Dominion volunteers and project:HOMES came together to make her home more energy efficient.

Volunteers also helped install a handicap-accessible wheelchair ramp for Gertrude's husband, Woodrow.

Page 7:

Through the EnergyShare weatherization program, Williamsburg-James City County Community Action Agency helped Eilene Kondysar lower her energy bills and stay comfortable in her home in James City County, Va.

Page 8:

Top: Andy Crescentini preps a weatherization recipient's attic for insulation in Richmond, Va.

Middle: Elizabeth Rhyne shares energy assistance materials with residents at an apartment complex for elderly individuals.

Bottom: Anne Thomson installs an LED in a weatherization recipient's lamp at a home in Richmond, Va.

### CREDITS

Produced by Dominion Public Policy, Customer Credit Services, New Technology & Energy Conservation and Creative Services.

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### PHOTOGRAPHY

Doug Buerlein, front cover; page 3 (top and middle); page 8 (all). Rebecca McNamara, page 3 (bottom). Mark Agee, page 5 and 7. Cora Argotti, page 6.



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**PROGRAM MAILING ADDRESS**

EnergyShare  
P.O. Box 91717  
Richmond, VA 23291

**PROGRAM EMAIL ADDRESS**

[AskEnergyShare@dom.com](mailto:AskEnergyShare@dom.com)

