

EnergyShare[®]

Strengthening Virginia's Communities

Annual Report July 1, 2017



EnergyShare: Helping Virginians

Customers depend on Dominion Energy for clean, reliable and affordable energy, but sometimes they find themselves in a crisis through no fault of their own—someone loses a job, or a loved one gets sick. When that happens, Dominion Energy steps up to help by paying their energy bills and offering no-cost upgrades which will result in lasting improvements to customers’ homes, reducing their bills.

On Sept. 1, 2015, Dominion Energy significantly expanded EnergyShare. Since then, we have provided financial assistance and sustainable energy savings to more than 42,000 Virginia families. This brings the total number of individuals and families who have been helped through EnergyShare to 792,799 over the past 35 years.

- 1,611 veterans and 1,888 individuals living with disabilities have received bill assistance.
- More than 16,000 homes have been made more energy efficient, and
- Dominion Energy representatives and volunteers have participated in 505 outreach events designed to encourage residents to make wise energy-saving decisions.

Heating and cooling are essential to the health and welfare of all individuals, especially those who are elderly or living with disabilities. The expansion of the EnergyShare program links, for the first time, energy assistance with weatherization services, education and outreach.

Contents

Background	3
Governance and Reporting	3
Celebrating 35 Years	4
Profiles	
Richard Lee	4
Honesty Liller	5
Program Updates	
Bill Assistance	4
Weatherization	5
Outreach Events	6
Weatherization Results:	
True Energy Savings	5
Budget & Schedule	6
Employee Advocacy	6
Thank You to So Many Partners	7

Lives Impacted

26,575

Families and individuals helped with bill assistance since program expansion

16,224

Homes weatherized since program expansion

1,460

Single-family homes weatherized

14,764

Multi-family homes weatherized

1,611

Veterans

1,888

Individuals with disabilities

23,076

General clients

505

Outreach events conducted since program expansion

212,348

People reached at events since program expansion

Families and individuals helped since 1982

792,799

How Did We Get Here?

Since 1982, EnergyShare has provided bill payment assistance to residents facing a personal or family crisis. This year marks the program's 35th anniversary.

With the expansion, Dominion Energy 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. In addition, EnergyShare also offers free weatherization services and educational outreach to help qualifying customers reduce energy usage and lower their bills. The initiative was launched when Senate Bill 1349 was passed by the Virginia General Assembly, with an executive directive issued by Gov. Terry McAuliffe, and signed into law in 2015.

Working With Experts

Dominion Energy works with state agencies and non-profits who provide services to individuals facing financial challenges. The program helps older Virginians, individuals living with disabilities and military veterans.

Reaching these vulnerable communities is a key part of the mission of the expanded program. Dominion Energy works 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.

"Sometimes the struggle for [our clients] to maintain their earning capacity is a big problem," said Jim Rothrock, Virginia Commissioner for the Department for Aging and Rehabilitative Services. "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."

"As we're putting veterans into housing, having help with utility assistance is an immense resource," said Matt Leslie, Director of Housing Development for the Virginia Department for Veterans Services, who coordinates statewide efforts to end veteran homelessness.

As the program continues to evolve, Dominion Energy works with its public partners to make the program 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."

Dominion Energy 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.

Dominion Energy also works with the State Corporation Commission's Virginia Energy Sense program and the United States Department of Energy to hand out materials during events and volunteer projects.

In addition, advisory councils were formed to guide the program. The members come from public and private organizations which advocate for energy assistance and weatherization in their communities. Representatives from these organizations help individuals in need and provide valuable insight from their unique perspectives.





James E. Roberts, Jr. and Mayor Stoney

Program Update

Bill Assistance

EnergyShare began as a crisis bill assistance program in the Hampton Roads area of Virginia 35 years ago. More than three decades later, the program continues to help those in need pay heating and cooling bills.

Since Dominion Energy accepted Governor McAuliffe's challenge to expand the program in 2015, 26,575 individuals or families received assistance on their bills through EnergyShare. This includes 1,611 veterans and 1,888 individuals living with disabilities.

In 2016 alone, 14,650 families received assistance. EnergyShare has helped 792,799 people since 1982.



Richard Lee

EnergyShare Celebrates 35 Years of Public-Private Partnerships

For James E. Roberts, Jr., Dominion Energy's partnership with the Virginia Department for Aging and Rehabilitative Services provided life-changing assistance during one of the commonwealth's hottest summers on record. As part of the 35th Anniversary Celebration of EnergyShare, the Fan Care program was renamed "Senior Cool Care," and what was once a program which provided box fans to eligible seniors, has transitioned to offering window air conditioning units. James was its first beneficiary.

In years past, James was faced with a difficult choice between comfort and security each summer night. The stifling heat tempted him to leave his windows open, but he knew that doing so carried its own safety risks. Unable to afford a new air conditioner after his existing unit stopped working, James recalls hearing about the senior assistance program through word of mouth. "Someone told me to call Senior Connections," he says. "And they hooked me up."

Dominion Energy and Richmond Mayor Levar Stoney presented a new air conditioner to James at EnergyShare's 35th anniversary ceremony. He now looks forward to a more comfortable summer. "I can cut the air conditioner on, close the doors and windows, and just lay back and chill," he says.

As part of the program upgrade, Dominion Energy committed an annual contribution of \$85,000 to Senior Cool Care. Employees and retirees across the company have celebrated the 35th anniversary of EnergyShare by contributing to the program and learning more about how Dominion Energy supports those in need.

Richard Lee: From Homeless to Helping Others

Three years ago, Richard Lee became a single dad of seven.

While Richard was working and trying to finish school, the burden of his expenses and taking care of his children became too much to handle on his own. At his lowest point, Lee and his children, between the ages of 17 and 5, were sleeping in a truck yard. Richard moved his children to New Jersey to get help from his mother. Once he was back on his feet, he returned to Richmond to finish nursing school in the hopes of getting a better job.

"I had to work for my kids. I was all they had," he said.

When Richard moved back to Richmond, he got help from the Richmond Salvation Army, one of Dominion Energy's EnergyShare agencies.

"The EnergyShare funds allow us to help mitigate each client's immediate crisis, so they can stabilize their life," said Lorraine Edwards, Area Social Services Manager for the Richmond Salvation Army, and Richard's case worker.

In May 2017, Richard moved into stable housing and received EnergyShare assistance to help with his electric bill. Not long after that, he found out he was HIV positive, but Richard isn't going to let that discourage him. He's finishing nursing school with a goal of one day setting up a counseling program to help others with chronic illnesses learn how to overcome their obstacles.

"There are many people out there like me, who are trying the best that they can. Sometimes we need help to get us through a hard time, so we don't have to make the choice between feeding our kids and paying our bills," said Richard.

Honesty Liller: A Voice for Recovery

In the spring of 2017, Dominion Energy's EnergyShare program team embarked on a project with The McShin Foundation, a community organization which helps individuals and families in their fight against substance abuse.

The goal: to make five of the organization's housing facilities for recovering addicts more energy efficient.

Dominion Energy employee volunteers rolled up their sleeves alongside the residents and weatherization experts to install efficient light bulbs, weather stripping and insulation. Volunteers also shared energy-savings tips with the clients and their neighbors.

Honesty Liller, CEO of the McShin Foundation, is not just the organization's leader. She knows addiction because she's lived it. Honesty is a graduate of the recovery program and even lived in one of the properties during her time as a client. Now she's the organization's biggest advocate.

"This is one of the most amazing gifts McShin has received," said Liller. "The weatherization will help us save money that can be used for our programs and the participants in our housing are very appreciative."

Dominion Energy 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 McShin project is a unique way the EnergyShare expansion is meeting community needs. Dominion Energy works with providers to make weatherization improvements to facilities housing homeless families and/or veterans in its service area. This allows the organizations to focus more of their own funds on critical needs in their communities.

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 roof repairs.



Honesty Liller

Program Update

Weatherization

16,224 homes have received energy-efficiency measures across Dominion Energy's service territory. Of these homes, 1,460 are single-family homes and 14,764 are multi-family residences. Dominion Energy has worked closely with local agencies to most effectively reach the intended population with weatherization services to make homes more comfortable and affordable for residents in the long term.

Since Sept. 1, 2015, the installed energy-efficiency measures for the EnergyShare program and a Dominion Energy Conservation program equate to more than 11.2 million kilowatt-hours of energy savings. On average, a single family home receiving weatherization services will reduce their electric usage by 8 percent annually. Multi-family homes have an average annual savings of approximately 7 percent.

True Energy Savings

The EnergyShare weatherization program provides direct-install energy efficiency improvements to qualified customers. The program began operations in Sept. 2015, with initial participation in Oct. 2015. Dominion Energy focused an impact analysis on the period Oct. 2015 through Sept. 2016; the time period captures twelve months of program activity, while maximizing the data available for the post-installation period.

The impact analysis determined that an average family living in a detached home can expect to see an energy consumption decrease of 1,063 kilowatt hours per year. For other dwellings, such as apartments, a customer may expect to see an average energy consumption decrease of 687 kilowatt hours per year. Overall, the analysis determined an annual decrease of 767 kWh among all participants; about a 7.5% reduction in usage.

Budget & Schedule

Dominion Energy committed \$57 million over five years.

	2015 Actual	2016 Actual	2017 Budget	2018 Budget	2019 Budget	Target
Weatherization	\$3.7	\$10.0	\$8.8	\$3.0	\$3.0	\$28.5
Energy Assistance	\$4.6	\$4.6	\$4.6	\$4.6	\$4.6	\$23.0
Education & Outreach	\$0.3	\$1.2	\$1.6	\$1.2	\$1.2	\$5.6
Total Contributions	\$8.6	\$15.8	\$15.0	\$8.8	\$8.8	\$57.1

Employees Advocate for Energy Efficiency

In an effort to reach vulnerable customers, Dominion Energy expanded the company’s existing energy assistance outreach team. The team’s mission is to educate customers about programs that can help, and ways to manage their accounts more effectively.

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.

To get more employees involved, Dominion enhanced the company’s existing Speakers Bureau program. More than 100 employees received training and participated in nearly 140 events across the commonwealth. Employees speak to schools, community groups and local businesses.

Zarin Mitchell and TJ Colombell took the time to visit Colonial Trail Elementary School, bearing coloring books and energy kits. They spoke to the students in Ms. Katsarelis’ class about how important both renewable and non-renewable resources are to producing the energy that powers the students’ homes.

Colombell got the kids to move around and clap their hands to show them energy at work. Mitchell and Colombell were encouraged when the class could name a few examples of renewable resources. The class was engaged, especially when the employees went over the many ways students can help conserve energy every day.

“Having three kids at home, I see how much they care and want to learn to make a difference,” Colombell said. “What better way than to present at their school? It’s a great way of letting these children know that each of them plays an important role in being more energy efficient. I think the children were excited to hear that they can help. After all, they are Dominion Energy customers, and educating and showing them firsthand ways to save energy benefits us all.”



Program Update

Outreach Events

In September 2016, Dominion Energy pledged to extend the program reach. In addition to working directly with customers to use energy more efficiently, Dominion Energy expanded their efforts to reach even more Virginians with a goal of 400 events between Sept. 2016 and August 2017. As of July 1, employees have completed 291 events and are on track toward reaching the goal.

Since the program launched in 2015, the outreach team has attended 505 events. 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.

These events focus on the needs of at risk, low-income, seniors, military veterans and individuals living with a disability 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 State Corporation Commission Staff
 Virginia Supportive Housing
 Viridant

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
 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
 Franklin 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
 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

Nat Burress, DOW Chemical (retired)
Jill Coleman, The Cameron Foundation
Helena Dodson, NAACP and Ladies of Distinction, Inc.
Janet Green, Habitat for Humanity
Andrea Gregg, Virginia Department of Social Services
Rhonda Jeter, Department for Aging and Rehabilitative Services
Matthew Leslie, Department of Veterans Services
Kathy Miller, Division for the Aging
Robert Morrow, Virginia 2-1-1
Rita Randolph, EnergyShare Program Manager, Dominion Energy
Tanya Ross, 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
KC Bleile, Viridiant
Katharine Bond, Senior Policy Advisor, Dominion Energy
Robert Courtnage, 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
Tom Jewell, Energy Conservation Program Manager, Dominion Energy
Rebecca McNamara, Energy Conservation Analyst, Dominion Energy
Zachary Miller, Virginia Housing Alliance
Helen Reinecke-Wilt, Arlington Initiative to Rethink Energy
Charlene Whitfield, Vice President—Customer Service, Dominion Energy

Photo Captions

Front cover:
Dominion Energy volunteer Justin Huggard (at left) trims a door sweep down to size with help from Tara Richardson (at right) at a home for young men recovering from addiction.

Page 3:
Top: Richard Eary volunteers at a weatherization project.

Middle: Speakers Bureau member, Zarin Mitchell speaks to elementary school students about ways they can save energy at home.

Bottom: Justin Huggard installs weather stripping on a home in Richmond.

Page 6:
Top: Virginia Williams (at left) and Ryan King hand out energy efficiency kits at a Dominion Energy outreach event.

Credits

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

© 2017 Dominion Energy 2017-127

Photography

Doug Buerlein, front cover; page 3 (top and bottom) and page 6. Bethany Mulcahey, page 3 (middle). Lorraine Edwards, page 4. Stephen Austin, page 4 and 6.

www.DominionEnergy.com/EnergyShare-VA

Program Mailing Address

EnergyShare
P.O. Box 91717
Richmond, VA 23291

Program Email Address

AskEnergyShare@DominionEnergy.com