







Standing Strong

For nearly 40 years, EnergyShare has provided support for Virginia residents when it is needed most. When facing financial hardships due to unexpected crises, such as, medical expenses or job loss, more than **21,200** individual and families benefitted from program assistance in the past year alone.

While the COVID-19 pandemic has impacted every aspect of our society and changed how businesses interact with their customers, Dominion Energy, through its EnergyShare program, holds firm in its commitment to protecting the safety and well-being of our communities.

In mid-March, the company adjusted by voluntarily suspending all service disconnections, assisting with service reconnections, and waiving late fees and reconnection charges for residential customers.

EnergyShare eligibility requirements have been revised temporarily to allow assistance to customers under 60 years old without a disconnection notice and the maximum cooling benefit was increased for all from \$300 to \$600.

EnergyShare weatherization partners also temporarily suspended all in-home work for the safety of customers and workers during a time that historically has been some of the busiest months of the year for energy efficiency projects.

But the program has successfully embraced new ways of working.

With social distancing guidelines in place, many of our partnering bill payment agencies have transitioned to remote working, with intake and customer screenings shifting to email, fax and phone. In addition, outreach efforts, which often required engaging with large community groups, have shifted to public connection through social media and other communication platforms.

While the challenge has been unprecedented, Dominion Energy continues to evaluate community needs and align resources where they are the most impactful. So, rest assured, throughout this crisis and beyond, EnergyShare will remain a community partner you can count on.

What is EnergyShare?

Started in 1982 by Virginia Electric and Power Company (now Dominion Energy), the EnergyShare program-to-date has provided crisis-based energy assistance to nearly **849,000**Virginia citizens and families. What initially began as a heating assistance program, EnergyShare expanded in September 2015 to encompass a more robust focus on free home weatherization improvements and helping veterans and individuals with disabilities. Since expansion, nearly **99,000** individuals and families have been assisted with weatherization and bill payment.

The Grid Transformation and Security Act of 2018 increased program funding to **\$130 million** through 2028, strengthening EnergyShare's ability to help more Virginia residents bridge the financial gap at times when it is needed most.

For qualifying recipients, regardless of income level, this year-round program provides support in the form of energy bill payments, free home energy efficiency assessments and upgrades, and outreach to educate the public on energy conservation and the resources available to them.

848,800+

Individuals/families served program-to-date

84,100+

Bill payment customers since 2015 expansion

14,700+

Weatherization recipients since 2015 expansion

1,700+

Outreach events held across Virginia since 2015 expansion

\$130 M

Commitment through 2028

How EnergyShare Supports Communities

The program provides three forms of assistance:





Bill Payment Helps with primary home heating/cooling sources (wood, oil,

natural gas, propane, kerosene, electric) for qualifying individuals and families, military veterans, and individuals living with disabilities.





Weatherization Offers free energy audits

and energy efficiency upgrades to approved

renters and homeowners - Dominion Energy customers who have previously received billing assistance. Measures may include ENERGY STARqualified LED lights bulbs, efficient showerheads and faucet aerators, heat pump and A/C tune-ups, water heater and pipe wrap insulation, attic and floor insulation, air/duct sealing, furnace fan motor, and refrigerator replacement to **ENERGY STAR level.**





Education and Outreach

Strengthening our communities across

the state through the promotion of energy assistance programs and by educating residents on simple, low-cost or no-cost energy conservation measures that reduce living expenses and increase selfsufficiency.

Our Commitment

Through 2028, EnergyShare is using **\$13 million** in annual funding to aid individuals and families experiencing a financial crisis.

Over the past program year*, more than **16,200** customers received bill payment assistance and **5,000** homes received weatherization improvements – the largest weatherization total in program history. The program also held nearly **300** education and outreach events across the state, engaging more than **300,000** Virginia residents about home energy conservation and energy assistance resources available to them.

Overall, more than **1,100** individuals living with disabilities and nearly **1,400** military veterans received program assistance during the past program year. For example, one military assistance project of note took place at LZ-Grace Warrior Retreat in Virginia Beach where Dominion Energy employee volunteers helped EnergyShare weatherization partners install LED light bulbs, sink faucet aerators, new home air filters, and completed other tasks to assist the facility in providing a place of rest and rejuvenation to transitioning military service members.

In 2019 alone, employee volunteers dedicated nearly **230** hours to three different veteran home improvement projects. Additional residential energy upgrades included heating and air replacements and tune-ups, insulation and ductwork repairs, and installation of carbon monoxide and smoke detectors.

But we cannot stand alone in our accomplishments, as many partner agencies and non-profit organizations across the state play a major role in the program's success. EnergyShare thanks all partners for their commitment and for helping to improve lives and revitalize communities across the state.

Program year: June 1, 2019 - May 31, 2020*



1,300+

Single-family homes weatherized since 2015 expansion

13,400+

Multi-family homes weatherized since 2015 expansion

907,000+

People attended outreach events since 2015 expansion

11,300+

Military veterans and disabled customers served since 2015 expansion

Our Partners

We could not do this alone! Nearly **100** state agencies, non-profit organizations, certified contractors, and other entities help drive the success of EnergyShare through the administration of all program aspects, including bill payment assistance, weatherization and outreach. The program also enlists support from Dominion Energy's four regional Community Advisory Boards to provide deeper insight into the most critical energy needs across the state.

Hear what our partners have to say about the program and how they help relieve the financial burden experienced by some residents.

"What we've found that we like about

the EnergyShare model is that we're not

necessarily looking at somebody's whole

experiencing a one-time crisis. We're not

turning them away saving 'Your problem

life. This program also serves folks who are



"Our agency's mission is about providing transformational services that allow our customers to reach self-sufficiency. EnergyShare helps us do that even more. And because the program understands that crisis situations can strike anyone's household, we have the ability to serve more."

Andrea M.

Family Services Supervisor Chesterfield-Colonial Heights Department of Social Services is not big enough." We're able to take on anyone with a provable crisis and resolve that problem so they can go on living their life." Seth A. Social Services Program Manager

Social Services Program Manager Salvation Army Hampton Roads "It is incredible what EnergyShare does. It helps [recipients] stay in their homes and reduces their utility bills. The EnergyShare program has touched so many people and we've done so many wonderful things."

Don M.

Weatherization Contractor D. Mowry Construction

5-YEAR ENERGYSHARE PARTNERSHIP

10-YEAR ENERGYSHARE PARTNERSHIP

38-YEAR ENERGYSHARE PARTNERSHIP

Our Community Members

EnergyShare continues to meet the needs of our community members in their times of crisis. Whether their financial hardship results from loss of income, unexpected medical costs, or other unforeseen challenges, the program is here to help.

Over the past program year, more than **21,200** individuals and families across the state received EnergyShare assistance through energy bill payment and home weatherization services.



Hear what positive impacts the program is making in their lives:

"The program is phenomenal. I would love my whole neighborhood to know about this program. Because I really believe Dominion Energy would take care of them like they took care of us."

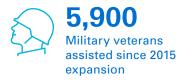
Lorraine D.Weatherization Recipient

"All people that worked on my home were very pleasant, down-to-earth, and very helpful. I am very grateful to have had the opportunity to participate in this program. This work that has been done on my home is definitely going to improve my quality of living!"

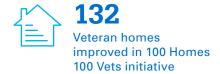
Katherine S.Weatherization Recipient

"[After my medical diagnosis] I was overwhelmed with bills from my treatments and hospital stays. The [EnergyShare] process was really easy and the turnaround time was wonderful. I am extremely blessed to be where I am and I think that EnergyShare is doing everything it can to help."

Latasha B.Bill Payment Recipient







Helping our Veterans

Since EnergyShare's 2015 expansion, Dominion Energy has partnered with the Virginia Department of Veteran Services (DVS) to provide additional safety nets for military veterans. Through an **\$800,000** annual commitment from EnergyShare, the DVS provides 1,600 veterans with a \$500 bill payment voucher to cover their energy costs, in addition to the seasonal assistance available to the public.

In nearly five years, **5,900** military veterans have received program assistance in the form of bill payment and weatherization efforts.

Earlier this year, and again in partnership with the DVS, Dominion Energy completed its 100 Homes 100 Vets initiative; providing free energy efficiency upgrades and home improvements for more than 100 qualified military veterans, and even surpassing program goals by identifying an additional 32 recipients for assistance. The initiative also offered veterans an opportunity to learn improved energy management practices to save on their home energy costs.



Thank You to Our Partners

EnergyShare is proud to work in collaboration with the following state agencies, non-profit organizations and other programs who make our community partnership successful.

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

D. Mowry Construction

Farrell

Local Energy Alliance Program

Pittsylvania County Community Action

Agency

project:HOMES

STOP, Inc.

The Drying Company

Total Action Against Poverty

Tri-County Community Action Agency

General EnergyShare Bill Assistance Partner Agencies

ACTS, Inc.

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-Colonial Heights 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

Fauguier 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

Sel vices

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 Program

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 – 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

Stafford Department of Social Services

Stafford Emergency Relief through Volunteer Efforts – SERVE, Inc.

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

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

Annual Report 2019-2020

This report covers EnergyShare program activity occurring June 1, 2019 – May 31, 2020.

DominionEnergy.com/EnergyShare-VA

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EnergyShare Bill Assistance Customer Advisory Board

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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

Denise Suber, 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

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