



**A Community
Partner You
Can Count On**



EnergyShare[®]

Annual Report 2019-2020



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 STAR-qualified 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 self-sufficiency.

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.



“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

10-YEAR ENERGYSHARE PARTNERSHIP

“What we’ve found that we like about the EnergyShare model is that we’re not necessarily looking at somebody’s whole life. This program also serves folks who are experiencing a one-time crisis. We’re not turning them away saying ‘Your problem 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
Salvation Army Hampton Roads

38-YEAR ENERGYSHARE PARTNERSHIP

“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

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



5,900

Military veterans
assisted since 2015
expansion



\$800,000

Annual commitment
to Virginia DVS



132

Veteran homes
improved in 100 Homes
100 Vets initiative

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
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 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
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



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

DominionEnergy.com/EnergyShare-VA

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The Cameron Foundation

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Habitat for Humanity,
Prince William County

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Rebuilding Together
Alexandria

Helena Dodson,
Chesapeake NAACP and
Ladies of Distinction, Inc.

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Partnership for Families

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