



Committed To Our Community



EnergyShare[®]

Annual Report 2020-2021

Results

865,600

Families and
Individuals Served
Program-to-Date
(since 1982)

99,100

Families and
Individuals Helped
with Bill Assistance
(since 2015)

1.1 Million

People Reached at
Outreach Events
(since 2015)

7,000

Veterans Served
(since 2015)

7,000

Individuals with
Disabilities Served
(since 2015)

16,500

Single- and
Multi-Family
Homes Weatherized
(since 2015)

Constant Commitment

Change is constant, but so is our commitment to EnergyShare—which is why, for nearly 40 years, Dominion Energy’s EnergyShare program has provided support to our Virginia communities when they need it most. The COVID-19 pandemic is no exception. Since the global pandemic began in 2020, an unparalleled number of customers have experienced job loss, medical emergencies, reduced income, and other life-altering crises. As a result, we have changed the way we do business to try to help those who need it most.

Prioritizing the safety and comfort of our customers and communities, in March of 2020, Dominion Energy voluntarily suspended all disconnections for non-payment, as well as waived all reconnection and late fees. In accordance with the budget passed during the 2020 Special Session of the Virginia General Assembly, Dominion Energy applied more than \$200 million in bill credits to the past due balances of more than 362,000 jurisdictional customer accounts.

The moratorium on disconnections and one-time bill credits temporarily impacted the number of customers seeking assistance through EnergyShare bill assistance; however, recognizing that energy use was increasing due to more customers being at home, EnergyShare relaxed its eligibility guidelines. EnergyShare doubled the cooling season benefit amount – increasing it from \$300 to \$600 per customer – to address growing electric account balances. Additionally, realizing that small businesses were also affected by the pandemic, Dominion Energy has donated \$1 million in support of small business relief since creating the program in September 2020.

Safety concerns have significantly impacted the EnergyShare weatherization providers’ ability to enter the homes of our customers. As more people are being vaccinated, weatherization projects are steadily increasing.

Although not in jeopardy of being disconnected, nearly **17,000** individuals and their families received assistance through the EnergyShare program - many for the first time due to the pandemic. In these times of uncertainty, our customers can be certain that EnergyShare will be there to help.

“I was able to get caught up on my bills which took a lot of worry off of me. I cannot begin to say how much I appreciated the assistance and I am so grateful that this program was there for me and my family ”

– Ms. Porter *Bill Pay Assistance Recipient*



15,000





Individuals and Families Helped
with Bill Assistance in 2020-2021

A Way to Get Caught Up.

Ms. Porter is a single mother of two teenage children in Portsmouth, Virginia. Up until the start of the pandemic, she worked full-time to support her family. Like so many others, the COVID-19 pandemic caused a crisis in her household. When the decision was made to close public schools, she had no other choice but to stay at home to take care of her child, who has a learning disability. Her job provided her FMLA support; however, once the funding was depleted, she fell behind on her household expenses while waiting for her unemployment benefits. When she finally received unemployment benefits, she was able to pay many of her bills, but she still needed help getting caught up. Ms. Porter applied for EnergyShare to help with her Dominion Energy bill and was assisted.

History

Through its 39 years of existence, EnergyShare has continued to evolve to meet the needs of the communities we serve.

-  **1982** Began as a heating assistance program in the eastern region of Virginia with Dominion Energy, United Way, and The Salvation Army of Hampton Roads
-  **2008** Expanded year-round to include cooling assistance
-  **2015** Senate Bill 1349 passed, paving the way for the initial program expansion
 - Invested \$57 million over a five-year period
 - Introduced free home energy efficiency upgrades
 - Specialized resources for veterans and persons living with disabilities
 - Expanded customer outreach and education
-  **2018**
 - Significant expansion through Grid Transformation and Security Act (GTSA), with a \$130 million commitment over ten years.
 - Increased resources dedicated to veterans and persons living with disabilities

EnergyShare Bill Assistance

For 39 years, EnergyShare has provided customers in a crisis with immediate relief by assisting with their primary home heating and cooling costs, including costs associated with energy sources such as wood, oil, natural gas, propane, kerosene, and electric service. More than **15,000** individuals and their families received help through EnergyShare this past program year alone, including more than **1,100** military veterans and **1,500** individuals living with disabilities.

The COVID-19 pandemic contributed to many customers receiving EnergyShare bill assistance for the first time. Not immune to the challenges presented by the pandemic, strong community partnerships have played a significant role in the program's ability to successfully navigate this new COVID-19 environment. EnergyShare and its partner intake agencies have remained accessible to the community and serve as a lifeline for these qualifying individuals and families, military veterans, and persons living with disabilities. Partner agencies pivoted from an in-person application process to remote processes via phone, email, and fax. This enabled our partnering agencies to do the most good for those affected most.

As our communities recover from the effects of COVID-19, our customers can remain confident that EnergyShare is keeping our fingers on the pulse of their changing needs and is committed to supporting them through bill assistance when they need it most.



1,800

Homes Weatherized
2020 - 2021

Warming Hearts and Homes.

Nancy Lam and her late husband, Orbin Lam, bought their farm-style home in rural Elkton, Virginia, in 1957, as newlyweds. Under the tin roof and within the four vinyl-sided wood-frame walls, they raised their son. Orbin, a Korean War Marine Corps veteran, passed in 2019, leaving their beloved home of 64 years to Nancy. Like so many other Virginians, Nancy's home was in dire need of weatherization. As a result of being connected to Community Housing Partners (CHP), via United Way by her nurse, EnergyShare was able to step in and make the difference. The installation of guided air sealing, weather stripping door sweeps, fiberglass insulation, wiring and plumbing penetrations, retaining dams, and more is what made "the difference between me having to leave my home and being able to stay."

EnergyShare Weatherization

While EnergyShare bill assistance provides customers with immediate relief from their current crisis, weatherization provides long-term and sustainable cost savings on the customer's energy bill. Installing EnergyShare's free home energy efficiency upgrades decreases energy usage, increases savings, and ensures more manageable energy bills.

Each home's eligibility for energy efficiency upgrades is determined on a case by case basis through a home energy audit.

EnergyShare has been a lifeline for local weatherization providers, enabling them to assist our EnergyShare customers whose homes are in desperate need of repair, but would not otherwise be eligible for other programs. The weatherization service providers have been instrumental in providing skilled services to our EnergyShare customers by installing energy-efficient measures in their homes and reducing the energy burden. Since the 2015 expansion, EnergyShare has weatherized more than 16,500 single and multi-family homes across the Commonwealth.

In 2021, Dominion Energy expanded EnergyShare's list of measures offered in its energy efficiency upgrades to include heat pump replacement, electric baseboard upgrades, wall insulation, and more. These expanded measures ensure that more vulnerable households can increase energy savings in their homes and reduce their energy bills.

Constant evaluation and improvement on bill assistance and weatherization projects ensures that EnergyShare continues to have a meaningful impact on the communities it serves.



Since the 2015 expansion, EnergyShare has weatherized more than 16,500 single- and multi-family homes across the Commonwealth.



780

Small Businesses
Helped

Small But Mighty.

"I would like to express my sincere appreciation to [t]he [Virginia Asian Chamber of Commerce] Foundation and Dominion Energy for the Small Business Relief Grant. It was a joy to get selected even though the financial figure is not large, but the significance is measured by the caring for its customers from Dominion Energy, as well as The Foundation's commitment to assist small businesses to endure during the pandemic."

– **Kevin Ma**

Okada Japanese Restaurant

EnergyShare Small Businesses Relief

The COVID-19 pandemic has affected all facets of our daily lives. Among those hit the hardest in the pandemic is the small business community. Recognizing that small business owners were struggling to balance their resources to cover their energy costs, Dominion Energy temporarily expanded the EnergyShare program to provide business owners with bill assistance relief.

Dominion Energy pledged \$1 million to help provide energy bill relief for small businesses, nonprofits, and houses of worship within its service territory. The program was shareholder-funded and had no impact on customer rates. Qualified businesses were eligible to receive one-time assistance of up to \$1,000 to be applied to their unpaid Dominion Energy electric bills. To ensure that funds reached those organizations most in need, the company partnered with the Virginia Chamber of Commerce Foundation, who established an advisory council made up of local and diverse chambers. The advisory council worked to raise program awareness in the business community, review applications, and award assistance to eligible businesses. More than **780** businesses have received relief. The Dominion Energy Foundation administered the program and United Way of Greater Richmond & Petersburg managed the distribution of the funds as they have for the EnergyShare bill payment programs since 2015. Advisory Council representatives included:

- Virginia Asian Chamber of Commerce and Virginia Asian Foundation
- Virginia Hispanic Chamber of Commerce
- Urban League of Hampton Roads
- Virginia Association of Chamber of Commerce Executives
- Northern Virginia Black Chamber of Commerce
- Asian American Chamber of Commerce
- Metropolitan Business League of Richmond



1,500

Individuals Living with
Disabilities Served 2020-2021

Buddies and Bill Assistance.

Cynthia Belton's 27-year career in factory work and as a Certified Nursing Assistant always kept her on her feet. Though she loved the work she did, it took a toll on her body. Unable to work due to severe pain in both her knees and hips, Cynthia relies on Social Security as her primary source of income. Even at 66, Ms. Belton is accustomed to "handling everything by [her]self and not having to depend on anyone". Recently, she fell behind on her electricity bill due to her old HVAC system malfunctioning and causing her energy costs to skyrocket. Thankfully, a friend referred her to Gerald O'Neill with Richmond Independent Living, Inc. "He's my buddy" Ms. Belton said, after Gerry was able to provide her with some relief through EnergyShare's bill assistance program, in addition to offering her food assistance and other helpful resources.

Education and Outreach

Many community outreach events were canceled across the Commonwealth due to the pandemic, but Dominion Energy's commitment to supporting our customers remains a top priority. In March of 2020, at the beginning of the pandemic, we quickly pivoted to innovative ways to continue customer engagement while adhering to CDC safety protocols to continue raising awareness of available assistance programs. Recognizing that customers sheltering at home would increase energy usage, we focused on virtual channels (local news, virtual exhibits, social media) to reach customers where they were - at home. During these virtual outreach events, low cost/ no cost energy saving measures were provided to help reduce high energy usage.

Furthermore, we continued to build and strengthen our relationships with community organizations whose primary mission was to meet critical needs. We began distributing program literature to groups focused on providing relief from food insecurity. This included partnering with local food banks and food drives as well as public schools who continue to provide free meals to children in need. In addition to English and Spanish, we translated program literature into three Asian languages, ensuring program information was accessible to the community. Promotional energy assistance materials were created and distributed at our walk-in payment locations to reach customers who may not have internet access or who are unable to view virtual events.

Novel Approaches to Outreach Through Our Partners

The pandemic has impacted all aspects of our lives – how we learn, work, and play. As businesses and organizations suspended in-person services in their communities, many persons living with disabilities have struggled to navigate this new world.

The community stepped forward in other ways to help fill the void. One of our EnergyShare intake partners, Resources for Independent Living, Inc., is one of those agencies. Their mission is to assist individuals with disabilities to live independently and to encourage community change to support options and opportunities. To do this, they provide distinct and comprehensive, outcome-based services that support individuals with disabilities in the Central Virginia region.

After receiving additional COVID-19 funding, Executive Director Gerald O'Neill approached Dominion Energy about joining other community organizations in piloting a program to provide a more holistic approach to these customers. The idea was to couple EnergyShare bill payment assistance with services such as home accessibility modifications, providing laptops to students with disabilities to enhance remote learning, delivering food and personal protective equipment to address food insecurity, and providing comprehensive information and referral details along with COVID-19 updates and community resources to individuals and families. By the end of 2020 this partnership reached 76 individuals. This is just one of the many ways EnergyShare and its partners have been there for those most vulnerable in the community.

Community Advisory Boards

EnergyShare is leveraging the knowledge and expertise of Dominion Energy's Regional Community Advisory Boards to help identify energy related needs in communities across its footprint. These Regional Community Advisory Boards are made up of leaders from local grassroots organizations who serve their communities in various capacities throughout Dominion Energy's four operational regions. Through its EnergyShare program, Dominion Energy committed more than \$1.5 million to support community organizations across the Commonwealth in the deployment of several weatherization and workforce development projects. The projects will educate communities about ways to reduce energy costs, train workers in weatherization services, and assist vulnerable customers. Each project varies in size and scope but helps fulfill the mission of EnergyShare by being a safety net for those in need across the Commonwealth. The 13 projects are expected to provide more than 800 individuals with cost-saving energy-efficiency benefits.



Northern Region

Good Shepherd Housing & Family Services (Fairfax)
Community Touch (Fauquier)
Loudoun Habitat for Humanity (Loudoun)

Central Region

Virginia Hispanic Foundation
Richmond Metropolitan Habitat for Humanity (Richmond, Chesterfield)
Baptist General Convention of Virginia & Rebuilding Together (Richmond, Chesterfield)
Henrico County Public Schools

Eastern Region

Habitat for Humanity Peninsula & Greater Williamsburg (Hampton, Newport News, James City County, and York County)
Southeast Virginia Community Foundation (Chesapeake, Norfolk)
Grove Christian Outreach Center (James City County)
Virginia Beach Community Development Corporation (Virginia Beach, Hampton Roads)

Piedmont Region

LEAP and Albemarle Housing Improvement Program (Charlottesville)
LEAP, Piedmont Housing Alliance, and Albemarle County

What's Next?

Forward to Forty

In 2022 EnergyShare turns 40! That's 40 years of support, 40 years of serving our customers in financial need within the Commonwealth of Virginia. The program is celebrating all year long through various outreach initiatives, both in-person and virtually. Be on the lookout for more to come. As we near year forty we will continue in our commitment to power our customers and communities efficiently and affordably.

EnergyShare Advisory Council

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.

Janet Green,
Habitat for Humanity
Peninsula & Greater Williamsburg

Denise Surber,
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

Celeste Anderson,
United Way of Greater Richmond &
Petersburg

Thank You to Our Partners

We could not do this alone! Nearly **100** state agencies, non-profit organizations, certified contractors, and other entities contribute to the success of EnergyShare through the administration of all program aspects, such as bill payment assistance, weatherization and outreach. With special thanks to United Way and The Salvation Army of Hampton Roads, who have partnered with Dominion Energy for nearly four decades. 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.

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

Advanced Energy Solutions
Atlantic Spray
Bay Aging
Community Housing Partners
Crater District Area Agency on Aging
D. Mowry Construction
Farrell Insulation Inc.
Local Energy Alliance Program
Pittsylvania County Community Action Agency
project:HOMES
STOP, Inc.
Total Action Against Poverty

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
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

Tribute to Tom Farrell

EnergyShare and our partners mourn the loss of the former Dominion Energy president, chair and CEO, Mr. Tom Farrell, who passed in April. Mr. Farrell was a champion and advocate for the EnergyShare program. Although the program predated him at the company by 13 years, Mr. Farrell worked hard to expand it, including increasing corporate support and introducing it to other states such as North Carolina, Ohio, and South Carolina. He will be sorely missed.

EnergyShare[®]

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

Annual Report 2020-2021

This report covers EnergyShare program activity occurring June 1, 2020 – May 31, 2021.

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