



EnergyShare[®]



ANNUAL REPORT 2022-2023

Introduction

Virginians rely on Dominion Energy to provide reliable, affordable, and increasingly clean energy to power their homes and their lives. EnergyShare helps customers struggling to pay energy bills by offering bill payment assistance and longer-term savings through free energy efficiency upgrades. EnergyShare is our year-round assistance program that has been helping qualified customers since 1982.

History

For more than 40 years, the EnergyShare program has assisted qualified customers in meeting their energy needs, providing financial assistance on their energy bills and later providing free efficiency upgrades to their homes. More than 908,000 individuals and families have been assisted through the program throughout its 40-year history. The EnergyShare program has expanded over the years and is now a comprehensive energy assistance program.



**908,000 total
individuals and
families helped**



1982

Originates as a heating assistance program in Virginia's eastern region





2015

Legislation enacted allowing expansion of the program to include:

- Introduction of Weatherization, a no cost home energy efficiency upgrades program
- Additional focus for veterans and persons living with disabilities
- Increased support for customer outreach and education

2008

Expanded to a year-round program with cooling assistance during the summer season

2018

Further expansion through the Grid Transformation and Security Act (GTSA), including a \$130 million, 10-year commitment and additional resources for military veterans and persons living with disabilities



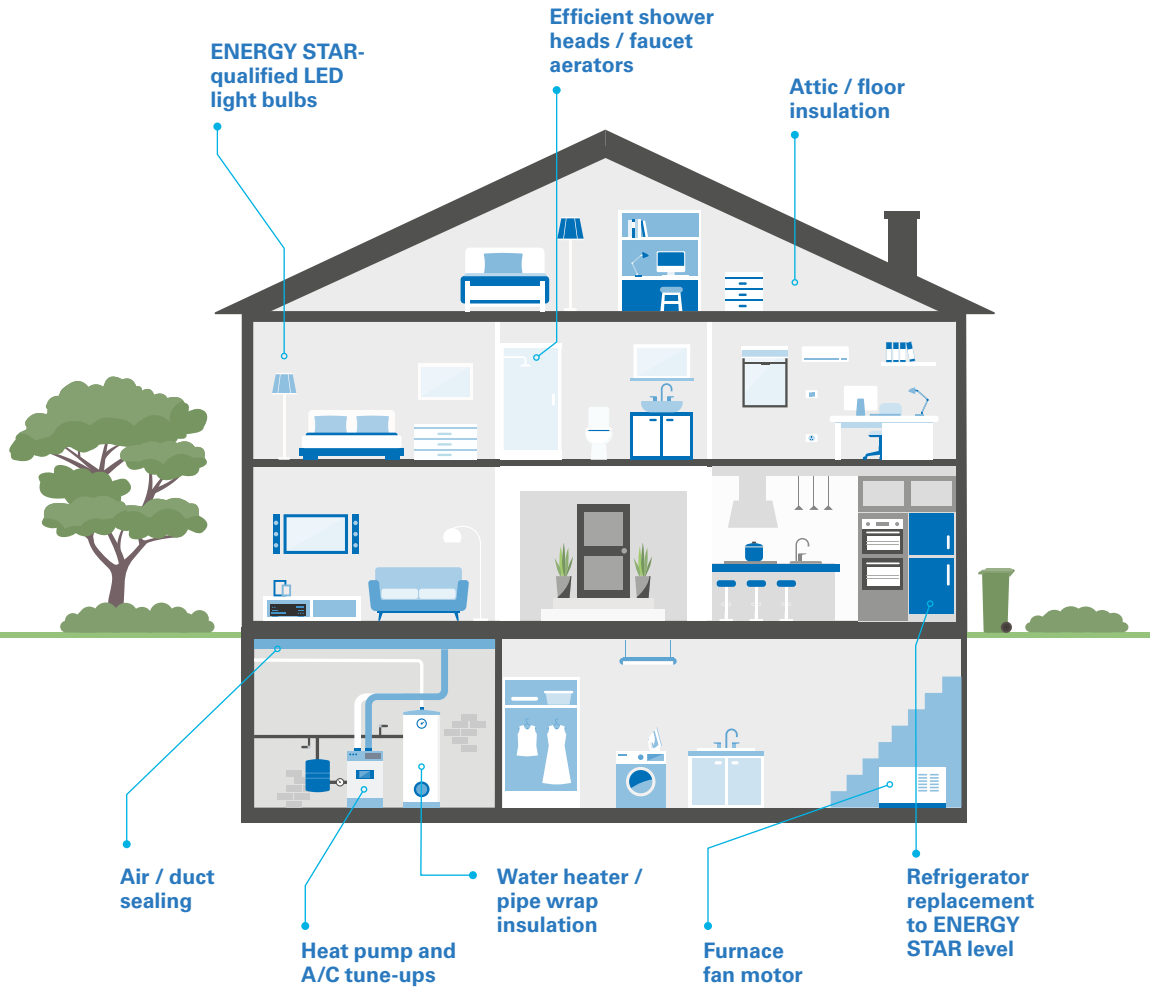
**22,200 homes
weatherized**

EnergyShare has provided no cost energy efficiency upgrades to **3,400** single-family and **18,800** multi-family homes since the program expanded in 2015

Weatherization

Weatherization supports customers by providing no cost energy efficiency assessments and upgrades to qualified residents. Dominion Energy customers who have previously received bill payment assistance are automatically eligible. During the 2022 – 2023 program year, our network of weatherization service providers made more than **1,400** homes more energy efficient for families resulting in cost-savings on their monthly bills and more safe and comfortable home environments. This includes more than **300** single-family, and **1,100** multi-family homes in Virginia.

Weatherization upgrades may include energy efficiency measures shown below*:



*Upgrades installed are determined based on observations made during the home's energy assessment.

40 Homes in 40 Days

To mark the 40th anniversary of EnergyShare, Dominion Energy launched the 40 Homes in 40 Days initiative during 2022. The initiative committed to weatherizing 40 single-family homes across Virginia in a 40-day window. Thanks to the help of our community partners and Dominion Energy volunteers, the goal was exceeded, making **56 family homes** more safe, comfortable, and energy efficient just in time for the heating season.

Here are just a few of the lives impacted across Virginia:

EnergyShare, the **Local Energy Alliance Program (LEAP)** and the **Building Good Foundation** partnered to provide the Abrams family much needed weatherization and structural repairs to their home of 30 years, where they relied on inefficient baseboard heaters and window air conditioning units. Through this partnership the Abrams were provided with an efficient heat pump, attic and floor insulation, air sealing, among other repairs. The Dominion Energy volunteer program also pitched in to help with much needed tree trimming and landscaping.

The Abrams-Washington Family
Crozet, VA



For 22 years, Ms. Stephens has lived in her home, but had become unable to keep up with its maintenance due to an injury. Through a partnership with **project:HOMES**, EnergyShare helped increase her home's efficiency with a new heat pump, air sealing, LED lighting, duct and ventilation improvements, attic and pipe insulation, and more. Dominion Energy volunteers helped by providing painting, landscaping, and other minor repairs.

The Stephens Family
Richmond, VA



The Suddarth family has lived with a broken Heating, Ventilation, and Air Conditioning (HVAC) unit for four years. Mrs. Suddarth has health challenges that have left her bedridden, and Mr. Suddarth was laid off from his job and is now his wife's primary caretaker. Through the partnership with EnergyShare, **Community Housing Partners (CHP)** and **Rebuilding Together**, the Suddarth's received a new HVAC system. Dominion Energy volunteers provided landscaping, exterior painting, and repairs. Now their home is more energy efficient and comfortable.

The Suddarth Family
Fairfax County, VA



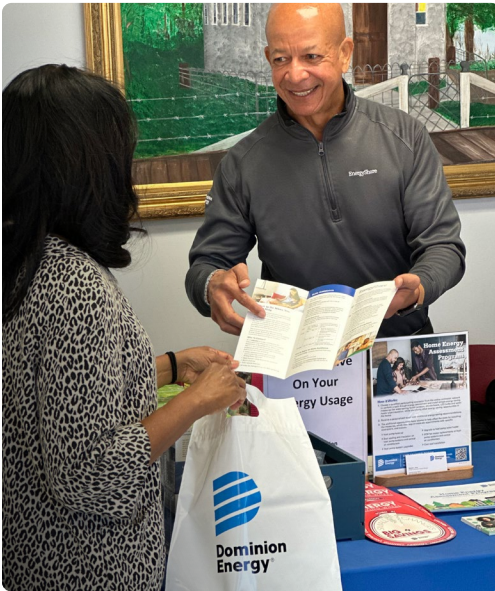
EnergyShare and **Atlantic Spray Systems** partnered to weatherize the home of military veteran and cancer survivor, Mr. Cherry and his wife, by installing floor and attic insulation, and air and duct sealing. In addition, Dominion Energy volunteers installed fall landscaping. Participation in the EnergyShare program qualified the Cherry's for Dominion Energy's new Income and Age Qualifying Solar Program.

The Cherry Family
Chesapeake, VA



Education and Outreach

Education and outreach are at the core of what EnergyShare aims to accomplish through its work in the community. This year approximately **107,500 individuals and families** were reached through various modes of outreach designed to ensure



those most in need of help are aware of resources available to them to help save money on energy bills.

Dominion Energy representatives participate in hundreds of community events each year to help educate customers on the energy savings resources available to them. These resources include energy bill payment assistance options, home energy efficiency and conservation programs. This year, Dominion Energy representatives attended more than **300 events**.

Our outreach takes on different forms based on our local partnerships and the needs of the community. Dominion Energy representatives partnered with Fairfax County for their **Culmore Community Day** event which educated the community on supportive services available to them through area agencies and non-profit organizations.

In Henrico County, Dominion Energy representatives collaborated with the local community to host the **East Henrico Community Block Party**. In addition to receiving free resources and information from community partners, attendees received information on EnergyShare and the state cooling assistance program, along with energy conservation kits and energy saving tips.

Other outreach opportunities sought to reach the Spanish-speaking community including the **Latino Community Resource Fair and Food Distribution** event at the Cuffee Community Center in Chesapeake. Attendees received bill payment assistance information and weatherization materials in Spanish.



Partnership Spotlight

Sometimes unconventional partnerships can have a large impact on increasing community awareness of the resources that the EnergyShare program has to offer. Two Hampton Roads families received a surprise when their homes received weatherization services through the EnergyShare program. Dominion Energy collaborated with **Pharrell Williams** (a popular musician, producer, and entrepreneur) and the **SOMETHING IN THE WATER** festival to make the homes of the Byers family of Norfolk and the Hill family of Virginia Beach more energy efficient in preparation for the summer months. Both families had previously received bill payment assistance and had higher than normal energy use due to lack of energy efficiency measures in their homes. The partnership garnered significant public interest and resulted in increased awareness of the EnergyShare program across the region.



Bill Payment Assistance

Bill payment assistance provides immediate relief to customers experiencing a financial crisis by assisting with expenses related to their home's primary heating and cooling sources. EnergyShare partners worked diligently during the 2022-2023 program year to help more than **18,400 customers** with the cost to heat and cool their homes. Among those assisted, **1,500 were military veterans**, and **1,300 were individuals living with disabilities**. Partnerships with local non-profits and health and human service agencies ensure that the EnergyShare program is reaching those most vulnerable.

Since EnergyShare's 2015 expansion:



136,600

helped with bill
payment assistance



10,000

veterans
assisted



9,600

individuals with
disabilities assisted

Long-Standing Public-Private Partnerships

2022 marked the 32nd year for **Senior Cool Care**, a public-private partnership sponsored by Dominion Energy and administered by The **Virginia Department for Aging and Rehabilitative Services (DARS)** that helps low-income elderly citizens in Virginia keep cool during the summer months. The program provides single-room fans, window air conditioners, and now portable air conditioners to elderly Virginians who live within Dominion Energy's service area and who meet eligibility requirements. Customers meeting EnergyShare qualifying criteria are also eligible to receive bill payment assistance to help offset costs.

In total, the Area Agencies on Aging were able to purchase and distribute more than 1,140 cooling units to households across the Commonwealth.

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. Special thanks to **United Way of Greater Richmond and Petersburg and Resource Innovations, Inc.**, our fiscal managing agencies, who ensure EnergyShare's program funds are disbursed to address the most need with quality service.

Weatherization Partner Agencies

Advanced Energy Solutions
Atlantic Spray Systems
Bay Aging
Community Housing Partners
Don Mowry Construction
Local Energy Alliance Program
Pittsylvania County Community Action
project:HOMES
Total Action for Progress

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
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

Improvement Association
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 Service-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
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
Waynesboro Salvation Army
Westmoreland Department of Social Services
Williamsburg Salvation Army

Veteran Services Agencies

Friendship Place
Hampton Roads Community Action Program
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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[DominionEnergy.com/EnergyShare-VA](https://www.dominionenergy.com/energyshare-va)

Annual Report 2022-2023

This report covers EnergyShare program activity occurring June 1, 2022 – May 31, 2023.

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