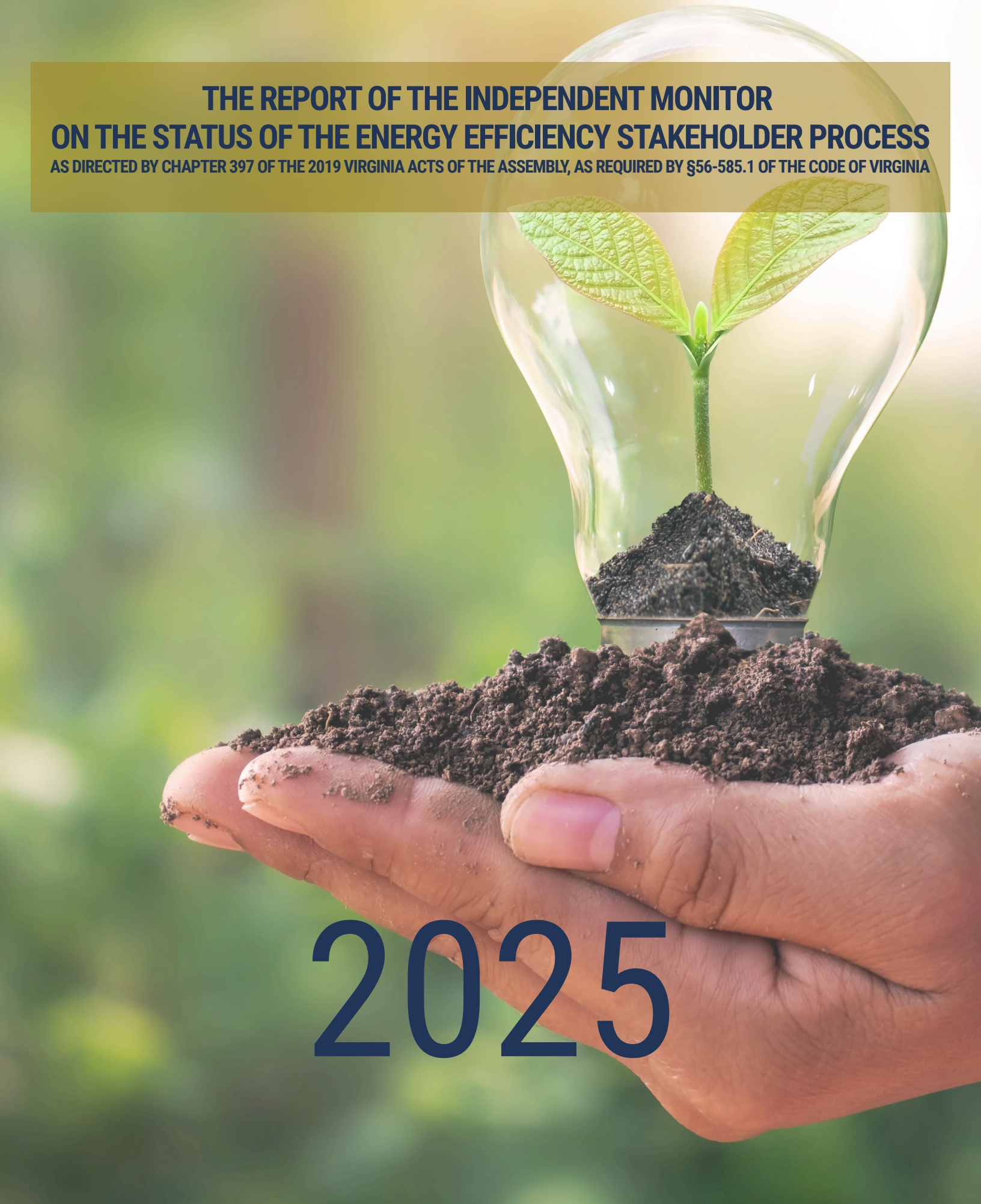
THE REPORT OF THE INDEPENDENT MONITOR ON THE STATUS OF THE ENERGY EFFICIENCY STAKEHOLDER PROCESS

AS DIRECTED BY CHAPTER 397 OF THE 2019 VIRGINIA ACTS OF THE ASSEMBLY, AS REQUIRED BY §56-585.1 OF THE CODE OF VIRGINIA



2025

JUNE 30, 2025

TO:

The Honorable Glenn Youngkin
Governor, Commonwealth of Virginia

The Honorable R. Creigh Deeds
Chair, Senate Commerce and Labor Committee

The Honorable Jeion A. Ward
Chair, House Labor and Commerce Committee

The Honorable Samuel T. Towell
Chair, State Corporation Commission

The Honorable Jehmal T. Hudson
State Corporation Commission

The Honorable Kelsey A. Bagot
State Corporation Commission

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as directed by Chapter 397 of the 2019 Virginia Acts of the Assembly, as required by § 56-585.1 of the Code of Virginia.

Respectfully Prepared and Submitted by:

Ted Kniker, Independent Monitor
Executive Vice President
IMPACT Paradigm Associates, LLC
Growing the Value of Your Organization and People

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Glossary of Terms

AC	Alternating current
AMI	Advanced Meter Infrastructure
APCo	Appalachian Power Company
BE	Beneficial Electrification
BEM	Building Energy Management
C&I	Commercial and Industrial
Chapter 296	Chapter 296 of the 2018 Virginia Acts of Assembly
Chapter 397	Chapter 397 of the 2019 Virginia Acts of Assembly
Code	Code of Virginia
Commission	Virginia State Corporation Commission
CSP	Competitive Service Provider
DC	Direct Current
DER	Distributed Energy Resources
DEV	Dominion Energy Virginia
DHCD	Department of Housing and Community Development
DI	Digital Input
DMME	Department of Mines, Minerals and Energy
DOE	Virginia Department of Energy
DR	Demand Response
DSM	Demand Side Management
EE	Energy Efficiency
EE-RAC	Energy Efficiency Rate Adjustment Clause
EM&V	Evaluation, Measurement and Verification
General Assembly	Virginia General Assembly
GTSA	Grid Transformation and Security Act, Chapter 296 of the 2018 Acts of Assembly
HSE	Health, Safety, and Environment
IPA	IMPACT Paradigm Associates, LLC
IRP	Integrated Resource Plan
kV	Kilovolt
kW	Kilowatt
kWh	Kilowatt-hour
LED	Light Emitting Diode
LGS	Large General Service
LI	Low-income
LMI	Low-Moderate Income
LMP	Locational Marginal Prices
MF	Multi-family
MW	Megawatt
RFP	Request for Proposals
ROE	Return on Equity
ROI	Return on Investment
RPM	Reliability Pricing Model
RPS	Renewable Energy Portfolio Standard
SCC	State Corporation Commission
SF	Single Family
SIR	Savings to Investment Ratio
SMB	Small to Medium Business
TOU	Time of Use
TRM	Technical Reference Manual
TRM	Transmission Reliability Margin
VA	Virginia
VCEA	Virginia Clean Economy Act, Chapter 1193 of the 2020 Acts of the Assembly
WAP	Weatherization Assistance Program
VES	Virginia Energy Sense, a State Corporation Commission Consumer Education Program

Executive Summary

During the 2018 General Assembly session, legislation was passed requiring Appalachian Power (APCo) and Dominion Energy Virginia (DEV) to use a stakeholder process to develop energy efficiency programs. This process aims to gather input and feedback from energy efficiency stakeholders to inform petitions submitted to the State Corporation Commission (SCC) for approval, supporting state energy conservation goals. Chapter 397 of the 2019 Virginia Acts mandates that this process be facilitated by an independent monitor to ensure stakeholder representation, track progress, and report on objectives, recommendations, and petition statuses. This report covers the stakeholder process from July 2024 to June 2025, as required by Chapter 397.

Stakeholder Objectives and Priorities

For the 2025 filing year, the independent monitor asked stakeholders to identify what objectives they wanted to accomplish over the next three years to reach the Virginia's energy efficiency goals and what would constitute "success" for them for the process for the upcoming year.

Category	Key Priorities
Climate Goals & Compliance	VCEA alignment, demand-side strategies, DSM restructuring.
Program Design & Cost Efficiency	Peak shaving, evaluation methods, pilot rollouts, incentive design.
Education & Awareness	Consumer outreach, educational campaigns, EE/grid messaging.
Equity & Access	Low-income focus, funding for weatherization, diverse stakeholder inclusion.
Utility & Process Accountability	Subgroup engagement, justification of decisions, evaluation of existing programs, rebate optimization.

2025 Stakeholder Program Recommendations

In preparation for the 2025 filings, the stakeholders provided input on program design ideas for the utilities' consideration. The input was developed during stakeholder meetings and using program design templates that could be submitted to the independent monitor and utilities after the meetings. At the time of writing of the report, each utility is finalizing the list of program idea categories that will be issued for bid using a request for proposal (RFP) process.

In 2024, APCo received 43 recommendations through the stakeholder process. Of the recommendations received, APCo is forwarding 13 through its RFP process. These proposed and pilot energy efficiency programs reflect a diverse portfolio spanning multiple market segments, delivery approaches, and program types. The 13 programs are:

Program	Market Segment	Delivery Channel or Strategy	Program Type
Agriculture Program	Agricultural	Customer-Facing/Incentive	Pilot
Commercial Midstream (Instant Discount) Program	Commercial & Industrial (C&I)	Midstream/Upstream	Pilot
Compressed Air Program with Audit	Commercial & Industrial (C&I)	Audit-Based	Pilot
Residential Behavior Program	Mixed	Engagement/Education	Core/Ongoing Program
Kit Program 2.0 - Semi-Custom, Custom and/or Subscription Kits	Residential	Customer-Facing/Direct Install	Core/Ongoing Program

Executive Summary

Program	Market Segment	Delivery Channel or Strategy	Program Type
Expansion of Efficient Products to include Commercial Products	Mixed	Midstream/Upstream	Core/Ongoing Program
New Construction	New Construction	Construction-Based	New Program
Small Business Thermostat DR (bundled with Residential DR)	Mixed	Virtual/Remote Services	Bundled/RFP-Combined
Business Energy Solutions	Commercial & Industrial	Customer Facing/Incentive	New Program
Small Business Direct Install	Commercial	Customer Facing/Direct Install	New Program
Custom C&I	Commercial & Industrial	Customer Facing/Incentive	New Program
Virtual Commissioning	Commercial & Industrial	Virtual/Remote Services	New Program
C&I Engagement/Benchmarking	Commercial & Industrial	Education/Engagement	New Program

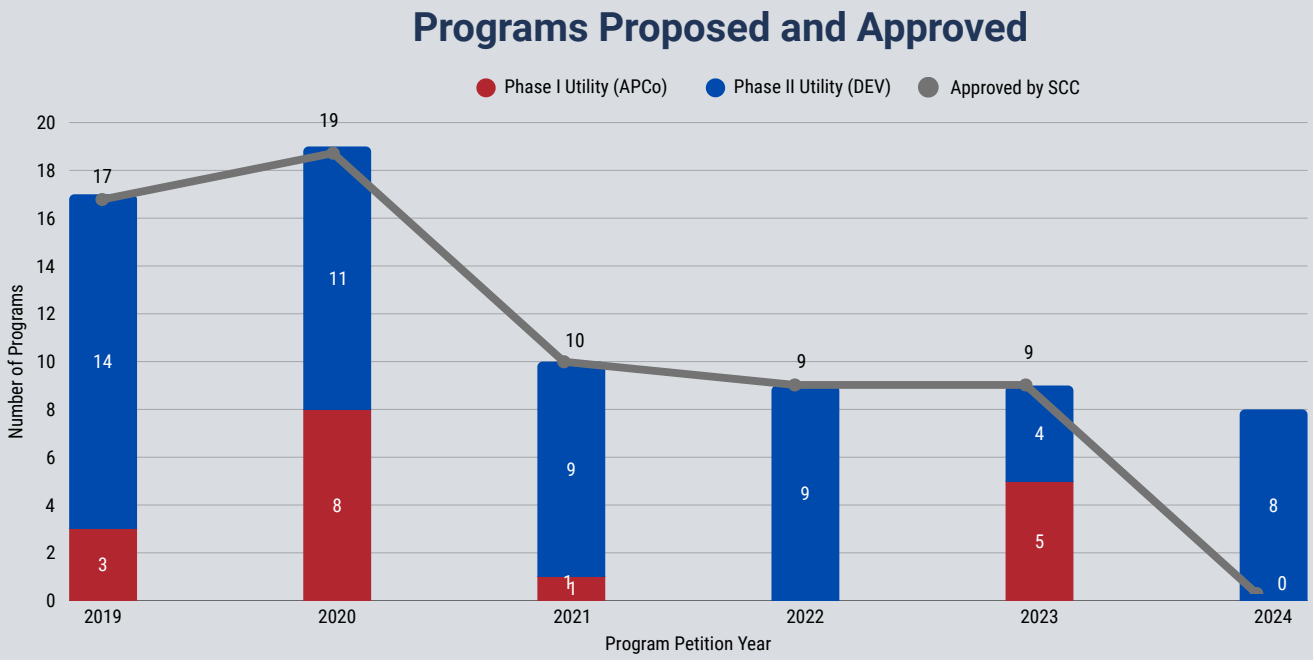
For the 2025 petition filing year, DEV received 21 program recommendations through the stakeholder process. Of the recommendations received, DEV anticipates including eight in its RFP. These program areas are:

Program	Market Segment	Delivery Channel or Strategy	Program Type
Enhancement to DSM Phase IX Res. Virtual Audit	Residential	Audit-Based	Program Enhancement
Enhancement to DSM Phase VIII Multi-family Program	Multi-family	Customer-facing/Direct Install	Program Enhancement
Small Business Demand Response Program	Small Business	Customer-facing/Direct install	New Program
Virtual Commissioning for Small and Medium Sized Customers	Small Business	Virtual/Remote Services	New or Standalone Program
Non-residential Strategic Energy Management	Commercial & Industrial (C&I)	Strategic Management	Core/Ongoing Program
Non-Residential Building Controls Program	Commercial & Industrial (C&I)	Strategic Management	Program Consolidation & Enhancement
DSM Phase 9 No-res. Customer Engagement Program	Commercial & Industrial (C&I)	Engagement/Education	Redesigned Program
Industrial Energy Service Program	Commercial & Industrial (C&I)	Audit-based	New Data-Driven Program

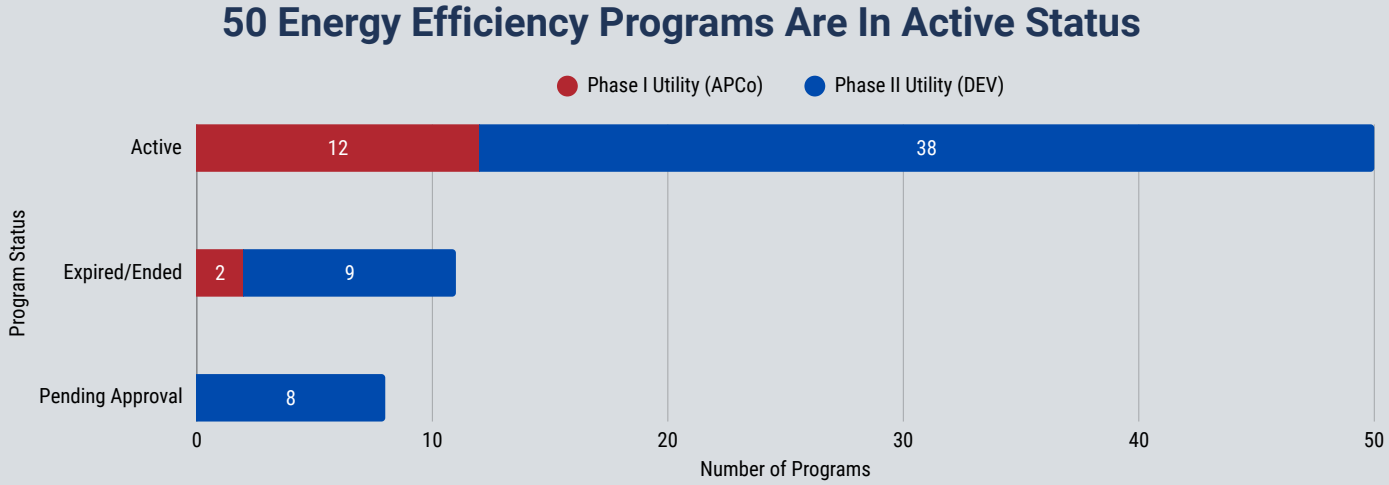
Executive Summary

Status of Previous Year Petition Filings

Between 2019 and 2024, the Virginia Energy Efficiency Stakeholder Process has contributed to the development of 70 energy efficiency programs. Programs petitioned in 2024 have not yet been approved at the time of writing this report, which is why 2024 shows zero approved.



Of the 72 programs proposed by both utilities through 2024, 50 are in active status, 11 have ended or expired, and eight are pending approval by the SCC.



Executive Summary

With the approval of the pending programs, both utilities have exceeded the initial legislative spending goal of the Grid Transformation and Security Act.

Utility	Legislative Goal ($)	Proposed to Date ($)	Pending Approval	% of Goal Achieved (including Pending)
Phase I Utility (APCo)	$140.0 Million	$217.5 Million	$0.00	155.0%
Phase II Utility (DEV)	$870.0 Million	$933.9 Million	$136.9 Million	107.0%
COMBINED TOTAL	**$1.01 Billion**	**$1.15 Billion**	**$136.9 Million**	**114.0%**

Virginia Energy Efficiency Stakeholder Process Progress and Impact

In 2024, Virginia's two regulated electric utilities continued to expand participation in energy efficiency programs and deliver measurable energy savings. For the 2024 program year, APCo programs enrolled 309,345 customers and had gross verified savings of 53,278,342 kilowatt-hours (kWh). For the 2024 program year, Dominion Energy Virginia reported 696,045 customers enrolled and gross verified savings of 161,505,089 kWh. The adjoining table provides the cumulative numbers to date. Together, these figures provide a high-level view of progress toward scaling program impact and meeting long-term energy reduction goals.

Utility	Cumulative # of Customers Enrolled	Cumulative kWh gross verified savings
Phase I Utility (APCo)	651,017	176,042,838
Phase II Utility (DEV)	1,653,744	461,381,756
TOTAL	**2,304,761**	**637,424,594**

Currently, the Independent Monitor is not required to report on progress toward the Virginia Clean Economy Act (VCEA) Goals. However, given the strong viewpoint expressed by stakeholders to connect the programs developed and implemented process to the VCEA, the Independent Monitor is including VCEA goals in the annual report for the first time.

Based upon net savings as a percentage of 2019 retail sales, APCo has consistently exceeded targets, achieving 1.52 percent in 2022 and 2.41 percent in 2023, and 2.63 percent in 2024. Dominion slightly missed its target for 2022 and did not meet the target in 2023. Data for 2024 is pending EM&V report submission and review and projections indicate APCo will meet its target, and Dominion will not meet its 2024 target.

Utility	Year	Target (% of 2019 Retail Sales)	Verified Net Savings (%)	Compliance Status
APCo	2022	0.50%	1.52%	Met & Exceeded (rga.lis.virginia.gov)
	2023	1.0% (Net)	2.41%	Met & Exceeded
	2024	1.5% (Net)	2.63%	Met & Exceeded
DEV	2022	1.25%	1.23%	Not Met
	2023	2.5% (Net)	1.42%	Not Met
	2024	3.75% (Net)	1.62%	Not Met

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Virginia Energy Efficiency Stakeholder Process Progress Information

Each utility's stakeholder group represents over 20 different types of organizations, including the utilities, SCC, Virginia Department of Energy, local governments, energy conservation organizations, energy efficiency organizations, program implementers, and low-income advocacy and assistance organizations. Each utility realized a small increase in the number of stakeholders from the previous year.

Appalachian Power:
Current Number of Stakeholder Group Members: 179
Number of Stakeholder Meetings Held During Report Period: 1
Number of Subgroup Meetings Held During Reporting Period: N/A

Dominion Energy:
Current Number of Stakeholder Group Members: 315
Number of Stakeholder Meetings Held During Report Period: 2
Number of Subgroup Meetings Held During Reporting Period: 4

Stakeholder meetings are used to inform stakeholders of the status of program recommendations from previous years, develop program recommendations for the utilities' next filing, and to discuss topics of interest raised by the stakeholders, including customer awareness and outreach and program performance highlighted in EM&V reports. Between July 1, 2024, and June 30, 2025, the stakeholder group for Appalachian Power (Phase I Utility) have met once. Since APCo is on a two-year filing cycle, two additional meetings are planned prior to its petition filing in March, 2026.

During the same period, the Dominion Energy Virginia (Phase II Utility) stakeholder group has met twice. Additionally, three subgroups have met during the reporting period, these were the EM&V subgroup, the Non-Residential Subgroup, and the Agenda and Process Improvement subgroup.

Stakeholder Feedback About the Process

The stakeholder process is widely recognized for its strengths in inclusive collaboration, bringing together diverse voices from across sectors to align programs with customer needs. It fosters open communication and transparency, supported by accessible meeting formats and a user-friendly technical platform. As a forum for constructive discussion, it enables dialogue among utilities, stakeholders, and regulators outside of formal proceedings. The process also provides a meaningful opportunity to be heard, allowing stakeholders to share input directly with utilities and the State Corporation Commission (SCC). In addition, the process supports information sharing, offering regular updates on utility plans and state-level developments, and has seen improved engagement through the active participation of SCC staff—further enhancing trust and credibility.

Findings from the 2025 stakeholder process survey, conducted by the independent monitor, indicated:

- **78.9%** of stakeholder respondents are satisfied with the opportunity to provide direct input to the utilities for energy efficiency program recommendations.
- **75.0%** of the stakeholder respondents agree that the utilities are willing to consider their input.
- **75.7%** report that, based on their participation experience, the process will lead to better energy efficiency conservation within Virginia.

Stakeholders identified several opportunities to enhance the effectiveness of the process. They emphasized the need for a clearer focus on achieving VCEA goals, with meetings structured around meaningful performance metrics—such as customer participation, marketing effectiveness, and estimated energy savings. Stakeholders seek a shift in meeting agendas to focus more on problem-solving-oriented discussions, rather than status updates, and request greater inclusion of diverse voices, with dedicated time for organizations to present their ideas and findings. Specifically related to the Phase II utility, stakeholder respondents advocated for a more visible commitment by Dominion Energy to sustainability, efficiency, and climate action.

Executive Summary

Other opportunities for improvement include more frequent and interactive meetings, including a return to at least two in-person meetings per year, and the ability for smaller stakeholder groups to collaborate with utilities on program design before RFPs are finalized. Some stakeholders voiced a need to make the online collaboration tool more user-friendly. Finally, stakeholders called for increased educational exchanges between the business community and utilities, and confidential pathways for implementers to share proprietary ideas without compromising competitive interests

Recommendations and Next Steps

To build on the strengths of the stakeholder process—its inclusivity, transparency, and collaborative spirit—stakeholders recommend the following priority actions for the coming year:

- **Align with VCEA Goals:** Center discussions and decisions around achieving Virginia Clean Economy Act (VCEA) targets using clear metrics for energy savings, participation, and cost-effectiveness.
- **Increase Meeting Impact:** Hold quarterly meetings with a mix of in-person and virtual formats and dedicate time to problem-solving sessions focused on underperforming programs or emerging needs.
- **Strengthen Stakeholder Influence:** Create design workgroups to shape programs before RFPs are issued and implement a transparent system to track and respond to stakeholder input.
- **Revitalize Subgroups:** Require regular subgroup meetings, assign facilitators, and connect their outputs to program planning and decision-making.
- **Improve Communication Tools:** Upgrade or replace Basecamp with a more intuitive collaboration platform and provide a clear dashboard of key meetings, decisions, and program status.
- **Broaden Participation and Equity:** Support engagement from underrepresented stakeholders through stipends, travel support, and dedicated space for frontline voices.
- **Increase Visibility of Outcomes:** Publish a public-facing tracker showing how stakeholder input influences program filings, pilot launches, and performance improvements.
- **Deepen Utility and SCC Engagement:** Encourage more active participation from utilities and the State Corporation Commission in discussions, subgroups, and joint planning efforts.

These actions aim to make the stakeholder process more effective, inclusive, and results-driven—helping ensure energy efficiency programs in Virginia deliver meaningful, measurable progress for all

Introduction

Legislative Requirements

Chapter 296 [SB 966] of § 56-585.1 of the Code of Virginia established the energy efficiency stakeholder process, requiring that it be facilitated by an independent monitor and include diverse participants. Utilities must submit petitions to design, implement, and operate energy efficiency programs in accordance with § 56-585.1 A 5. The legislation also requires that:

- At least 15% of all energy efficiency programs benefit low-income, elderly, disabled individuals, or veterans;
- Between July 1, 2018, and July 1, 2028, utility investment must total:
  - $140 million for Phase I Utility (Appalachian Power – APCo)
  - $870 million for Phase II Utility (Dominion Energy – DEV)

Stakeholder groups must include representatives from:

- Each utility (APCo and DEV),
- The State Corporation Commission (SCC),
- The Attorney General's Office of Consumer Counsel,
- The Virginia Department of Energy,
- Program implementers and providers,
- Residential and small business customers,
- And other participants deemed appropriate by the independent monitor.

The law allows flexibility for the SCC, utilities, stakeholders, and the independent monitor to determine the frequency and structure of meetings.

2025 Legislative Update

There were no changes to § 56-585.1 in 2025 that affect the stakeholder process, the independent monitor's role, or annual reporting. Previous legislative updates are listed in Appendix I.

Report on the Status of Energy Efficiency Stakeholder Process

Chapter 397 [HB 2293] amended Chapter 296 to direct the independent monitor to:

- Convene stakeholder meetings at least twice per calendar year from July 1, 2019, through July 1, 2028;
- Submit an annual status report on the stakeholder process to the Governor, SCC, and General Assembly committee chairs starting in 2019.

Each report must detail:

- The objectives established by the stakeholder group for proposed energy efficiency programs.
- The recommendations developed through the stakeholder process.
- The status of those recommendations, including any associated petitions filed with and determinations by the SCC.

Annual reports from 2019–2024 are available at the links provided in the full report.

- 2019 Report of the Independent Monitor
- 2020 Report of the Independent Monitor
- 2021 Report of the Independent Monitor
- 2022 Report of the Independent Monitor
- 2023 Report of the Independent Monitor
- 2024 Report of the Independent Monitor

Stakeholder Objectives

(i) the objectives established by the stakeholder group during this process related to programs to be proposed.

For the 2025 filing year, the independent monitor asked stakeholders, "Over the next three years, what objective(s) should the stakeholder group focus upon to achieve Virginia's energy efficiency targets?"

Stakeholders envision a process that delivers tangible results, accelerates Virginia's progress toward energy efficiency goals, and strengthens alignment with the Virginia Clean Economy Act (VCEA). Their long-term objectives include developing cost-effective, inclusive, and innovative programs that prioritize measurable energy savings, affordability, and customer impact. Stakeholders seek to shift the focus from simply proposing new programs to improving the performance, reach, and cost-effectiveness of existing ones. There is strong interest in deeper stakeholder collaboration on program design, greater transparency in utility decision-making, and increased integration of non-energy benefits and advanced technologies. At its core, the three-year vision emphasizes a more accountable, data-driven process that fosters trust, drives program innovation, and ensures that all Virginians, especially low-income and underserved communities—benefit from a modern, equitable energy efficiency framework.

The Independent Monitor grouped the stakeholder objectives input into five categories.

1. Climate Goals and Policy Compliance
Emphasis: Achieving measurable progress toward Virginia Clean Economy Act (VCEA) targets.

Stakeholders strongly support a long-term commitment to meeting Virginia's climate goals, especially those set forth in the VCEA. They emphasize the importance of realistic, data-driven strategies for reducing peak demand and avoiding costly infrastructure expansion. This includes reevaluating demand forecasts, especially those influenced by data center growth—and aligning strategies with energy efficiency and distributed resource solutions. As one respondent emphasized, *"We need realistic program solutions that will allow the utility to meet savings goals." Another stakeholder captured this priority by stating, "Reevaluation of demand models for data centers and strategies for addressing those demands in line with measures advocated by SELC and others."*

2. Program Design, Innovation, and Cost-Effectiveness
Emphasis: Developing diverse, effective, and cost-efficient programs.

Stakeholders are focused on creating programs that are not only innovative but also grounded in economic practicality. There is strong support for a broader range of energy efficiency measures that are tested, adaptive, and tailored to Virginia's specific needs. These programs should be designed with customer experience, technological feasibility, and affordability in mind. Several stakeholders expressed concern about inefficiencies in the current model and called for more dynamic incentives and streamlined program delivery, with one remarking, *"Improving the economics of EE technology implementation" is essential to drive broader adoption.*

3. Customer and Stakeholder Education & Engagement
Emphasis: Better outreach, education, and awareness to encourage participation.

Education and outreach are seen as critical levers for expanding program participation and building public trust. Stakeholders emphasized the need for clear, compelling communication to help consumers—and fellow stakeholders—understand the value of energy efficiency and how to engage with programs. This includes connecting efficiency efforts to grid reliability, demand reduction, and energy equity. One stakeholder framed the challenge this way: *"Connect and educate about EE programs and DERs and grid modernization to the embellished capacity demand…so that everyone focuses on the work of reducing demand rather than getting caught up in the spin of all the what ifs."*

4. Inclusive and Equitable Participation
Emphasis: Broadening participation to include diverse voices and vulnerable communities.

Stakeholders expressed a strong desire to ensure that energy efficiency benefits are distributed equitably across the Commonwealth, particularly to low-income and historically underserved communities. This includes supporting weatherization agencies, reducing rate burdens, and creating space for underrepresented organizations to contribute meaningfully. As one stakeholder put it, *"Funding needs of traditional weatherization agencies to continue to implement energy efficiency measures to low-income households in their communities." Another called for a shift in participation dynamics, noting, "Encourage a wider variety of voices to actively participate in the process."*

5. Utility Accountability and Process Improvements
Emphasis: Holding utilities accountable and making the stakeholder process more inclusive and effective.

There is a broad consensus that utilities must be more transparent about how stakeholder input is used. Stakeholders called for regular reporting, meaningful feedback loops, and increased SCC oversight. They want to ensure that participation in the process is not just symbolic, but influential. As one participant asserted, "I should be able to tell that the stakeholder process is improving RFPs and filings. The fact that it is not apparent, along with the continued low energy savings rate, is a problem." Others urged utilities to act with integrity and foresight, cautioning against practices that appear to contradict their stated goals: "Elimination of political contributions that directly contradict what's being said in the stakeholder meetings and/or undercut the commitment to efficiency and sustainability."

Stakeholder Objectives for the Upcoming Year

In the Stakeholder survey, the Independent Monitor also asked stakeholders, "What progress or accomplishment would indicate success, or value, of the stakeholder process to you that can be achieved within the next year?"

Stakeholders outlined a clear set of near-term objectives that reflect their desire for measurable progress in Virginia's energy efficiency programs. These goals emphasize transparency, accountability, deeper collaboration, and alignment with the Virginia Clean Economy Act (VCEA). While diverse in perspective, stakeholders share a common interest in improving program performance, increasing equity, and ensuring that the stakeholder process leads to real, visible results.

Strengthening Utility Accountability and Transparency: A top priority for many stakeholders is holding utilities—particularly Dominion Energy—more accountable for their role in advancing energy efficiency. Stakeholders want utilities to not only acknowledge their responsibility for meeting Energy Efficiency Resource Standard (EERS) and VCEA targets, but to clearly communicate how they are doing so. This includes:

- Publicly affirming commitment to required savings targets.
- Providing detailed metrics used internally to define success.
- Disclosing program performance data, including participation rates and energy savings.
- Clarifying how stakeholder input is integrated into RFPs and program filings.

There is also growing concern about the perceived contradiction between utility political contributions and public commitments to clean energy. Stakeholders have called for the elimination of political activity that undermines progress toward sustainability and efficiency.

Improving Participation, Access, and Education: Another objective is to broaden and deepen stakeholder understanding of the energy landscape, particularly regarding resource economics and utility planning decisions. Stakeholders are seeking:

- Clearer explanations of energy supply/demand forecasts, including demand modeling for data centers.
- Expanded educational opportunities that demystify energy efficiency technologies and grid impacts.
- More nonprofit and consumer advocate voices at the table, especially those representing marginalized or vulnerable communities.

In parallel, stakeholders want to see better outreach and transparency around the results of stakeholder input—such as visual charts that show increased program participation year-over-year, or accessible summaries following each stakeholder meeting.

Advancing Affordability and Ratepayer Protections: Affordability remains a central concern. Stakeholders emphasized the importance of keeping rate increases in check—ideally capped at or below 1 percent annually—and reducing the number of customers who fall behind on their utility bills. There is also an expectation that energy efficiency implementation should grow without requiring expanded subsidies, and that efficiency gains should translate to financial relief for consumers.

Achieving Regulatory Progress and Program Expansion: There is strong interest in accelerating regulatory approvals through the State Corporation Commission (SCC) so that promising new programs can move forward without delay. Stakeholders also want to see at least one new pilot program—discussed through the stakeholder process—implemented in time to align with Dominion's upcoming DSM Phase XIII or sooner. Such pilots would serve as visible evidence that the process is producing timely, innovative outcomes.

Driving Performance and VCEA Alignment: Meeting energy savings goals remains a foundational priority. Stakeholders are looking for utilities to:

- Deliver measurable progress toward VCEA-mandated kWh savings.
- Provide comparative analyses explaining why Virginia's investor-owned utilities (IOUs) have not reached best-in-class performance benchmarks.
- Demonstrate how stakeholder input has strengthened energy efficiency RFPs and regulatory filings.

These goals also reflect the broader desire for the process to become more results-focused and data-driven. Rather than reiterating challenges, stakeholders want the process to demonstrate a clear line from dialogue to implementation and from recommendations to impact.

Supporting Innovation and Policy Advocacy: Finally, stakeholders want utilities to play a stronger leadership role in both program innovation and external advocacy. That includes:

- Implementing programs that incorporate new technologies.
- Participating in efforts to demonstrate to state and federal policymakers that energy efficiency programs are not only necessary but also effective and widely supported. In doing so, utilities would not only meet their regulatory obligations but also help position Virginia as a national leader in energy efficiency and grid modernization.

Stakeholders are unified in their desire to see the process mature from dialogue to delivery. Their objectives for the next year center on accountability, measurable progress, equitable participation, and the rollout of high-impact programs. By aligning efforts with these priorities, the stakeholder process can continue to evolve into a more powerful driver of energy efficiency across the Commonwealth.

2025 Program Recommendations

(ii) recommendations related to programs to be proposed that result from the stakeholder process.

In preparation for the APCo 2026 filing and the Dominion 2025 filing, the stakeholders provided input on program design ideas for the utilities' consideration. The input was developed using stakeholder meetings and program design templates that could be submitted to the independent monitor and utilities after the meetings. At the time of the writing of this report, each utility is preparing a request for proposals to solicit program implementers to provide plans for programs for review and cost-effectiveness testing their petitions.

Stakeholder Recommendations for Phase I Utility - Appalachian Power

The Phase I Utility collected 43 ideas in its 2024 meetings, which are reported in the 2024 Annual Report of the Independent Monitor. After stakeholder discussion and APCo's review, 13 recommendations were selected to be added to the 2025 Program RFP. The remaining 32 recommendations were removed from further consideration, primarily because the recommendation is part of an existing, active program (18), did not meet the definition of energy efficiency (9), or another reason. Table 1 provides the status of the recommendations.

Table 1: Status of Stakeholder 2024-2025 Recommendations for Phase I Utility

Programs or Measures to Be Added to APCo's 2025 RFP	• Agriculture Program • Commercial Midstream (Instant Discount) Program • Compressed Air Program with Audit • Residential Behavior Program • Kit Program 2.0 - Semi-Custom, Custom and/or Subscription Kits • Expansion of Efficient Products to include Commercial Products • New Construction • Small Business Thermostat DR (bundled with Residential DR) • Business Energy Solutions • Small Business Direct Install • Custom C&I • Virtual Commissioning • C&I Engagement/Benchmarking
Removed - Already in Existing Program	• Behavioral Demand Response (existing program) • Commercial EV Charger (Rebates offered in Efficiency Products Program) • Commercial High Efficiency Foodservice Program (CHEF) – included in C&I Programs • Commercial Multifamily • CoolSaver A/C Tune-Up Program – included in Home Performance Program • Data Center Program (Measures included in C&I Program) • ENERGY STAR Manufactured Homes Program Check-Up (included in Home Performance Program) • Efficient Products Program Enhancement (Included in Efficient Products Program) • Grocery & Food Service Offering (Refrigeration-focused) (included in C&I Program) • HVAC Tune-Up Program with Duct Testing and Sealing (included in the Home Performance Program) • Heat Pump Appliance Program (Residential, Income Qualified, Demand Response) – (included in Home Performance and Efficient Products Program) • High-Energy Use Program (included in Low Income Programs) • Industrial Energy Service • Marketplace / Project Marketplace (included in EE Kits Program) • POS Appliance Rebate (ES appliances included in Efficient Products Program) • Schools K-12 Energy Education and Kit Program • Small Business Online Assessment/Kits • Strategic Energy Management (included in C&I programs)

Removed - Does Not Meet EE Definition	• Electrification Readiness Additions to Home Performance Program • Enhance – Energy Saving Trees (• Grocery Refrigerant Leak Reduction Pilot • Realtor Ambassadors Transportation • Electrification – Choose EV • Transportation Electrification – Emobility program pilots/measures • Transportation Electrification – Fleet Electrification • Transportation Electrification – Shared Charging • Transportation Electrification – Vehicle to Grid
Removed - Other Reason	• MF Electric Water Heater DR (was in previous RFP and did not pass) • High-Efficiency Homes/New Construction Program (did not move forward from stakeholder group) • School Uplift Program (PA and VA customers not eligible; private schools participate through existing C&I Programs) • State Energy Office (IRA funding) Bridge (working with VA Energy Office) • Tech Demo: Refrigerant swap - R404A to R448A (not proposed as a program, measures can be included in existing programs or proposed in RFP)

The recommended set of energy efficiency initiatives for the March 2026 filing reflects a strategic and inclusive approach that spans a wide range of customer sectors, delivery strategies, and program types. Designed to serve residential, small business, commercial, industrial, and agricultural customers, these programs offer both core and pilot models to expand reach and impact. Audit-based offerings such as the Agriculture Program and Compressed Air Program provide site-specific assessments and tailored recommendations, while Business Energy Solutions, Small Business Direct Install, and Custom C&I support retrofit efforts in commercial and industrial settings. Residential and small business customers are engaged through customer-facing programs like Kit Program 2.0, Residential Behavior Program, and Small Business Thermostat Demand Response, which is bundled with residential DR for streamlined implementation. Midstream strategies—including the Commercial Midstream (Instant Discount) Program, Mid-Stream HVAC, and Expansion of Efficient Products—reduce costs and improve access to efficient technologies. The set also includes long-term energy management tools such as New Construction, Virtual Commissioning, and C&I Engagement/Benchmarking, which support sustained performance improvements through analytics, benchmarking, and planning. Pilot initiatives test innovative delivery models and expand services to underserved customers, ensuring the portfolio remains responsive, data-driven, and aligned with the Commonwealth's energy efficiency and affordability goals.

Stakeholder Recommendations for Phase II Utility - Dominion Energy Virginia

From stakeholder meetings and input from stakeholders using program idea templates, the Phase II Utility received 21 program recommendation ideas. After DEV's review, eight recommendations were selected to be added to the 2025 Program RFP. The remaining 13 recommendations were removed from further consideration, primarily because the recommendation is part of an existing, active program (18), did not meet the definition of energy efficiency (9), or another reason. Table X provides the status of the recommendations.

Table 2: Status of Stakeholder 2025 Recommendations for Phase II Utility

Programs or Measures to Be Added to DEV's 2025 RFP	• Non-residential Strategic Energy Management (falls under Non-Residential Energy Service) • Small Business Demand Response Program • Enhancement to DSM Phase IX Res. Virtual Audit (falls under Residential Home Energy Evaluation Program) • Enhancement to DSM Phase VIII Multi-family Program • Non-residential Building Controls Program (falls under Non-Residential Energy Service Program) • DSM Phase 9 No-res. Customer Engagement Program (Non-residential Strategic Energy Management) • Industrial Energy Service Program • Virtual Commissioning for small and medium sized customers (falls under Non-Residential Energy Service Program)
Removed - Already in Existing Program	• Residential Packaged Whole Homes Program (measures proposed already exist across other programs) • Targeted outreach for Residential Income to Moderate Qualifying customers (DEV already has a similar initiative in place) • EV Charging Coach (DEV already has similar initiative in place) • Behavioral Demand Response (DEV already has similar initiative in place) • Proactive Energy Alerts for residential customers (DEV already has similar initiative in place) • Analytics tool for Small Business Customers
Removed - Does not Meet EE Definition or DSM Scope	• Behind-the-Meter Segmentation & Targeting Tool (it is an IT platform) • E-Bike Pilot Incentive (not a DSM program) • Marketing Enhancements to the DSM Phase VIII Residential Home Retrofit Program (Not a DSM program) • Mobile Battery Storage System Pilot (Outside the scope of DSM programs) • Non-residential (Commercial) Load Flex Pilot (Outside scope of DSM) • Residential Load Flex Pilot (Outside scope of DSM)
Removed - Other Reason	• Enhancement to DSM Phase IX Non-res. Agricultural Program (DEV is evaluating its bundling options under existing DSM programs)

A description of each program recommendation and its determination status is provided in Appendix III

The eight proposed energy efficiency and demand response initiatives reflect a balanced and targeted portfolio, designed to serve diverse customer segments through a variety of delivery strategies and program models. The programs span several market segments, including residential, multi-family, small business, and non-residential commercial and industrial (C&I) sectors. Notably, four of the eight programs are tailored specifically for non-residential or industrial customers, with two addressing small business and multi-family needs, and one continuing to enhance residential offerings.

In terms of delivery channels, the programs employ a range of approaches to meet customer needs and streamline participation. Two of the programs are audit-based, using virtual or on-site energy assessments to identify savings opportunities. Others fall under customer-facing/direct install models, particularly in the multi-family and small business contexts. Two programs leverage engagement and education strategies, with a strong focus on behavior change, ongoing coaching, and peer learning, especially in the strategic energy management (SEM) offerings. A distinct subset of programs employ data-driven or remote strategies, including virtual commissioning and automated energy analysis using AMI and building analytics. While no programs follow a classic midstream/upstream model, the emphasis on flexible and scalable digital engagement is notable.

From a program type perspective, the portfolio includes a mix of enhancements to existing programs (such as the residential virtual audit and multi-family offerings), new standalone programs (such as the small business demand response and industrial energy service initiatives), and comprehensive redesigns or consolidations of existing programs (such as the non-residential controls and customer engagement programs). The Non-residential Strategic Energy Management program stands out as an ongoing behavioral model, with annual cohort cycles and graduated participation. Meanwhile, Virtual Commissioning represents a novel data-centric model, with no traditional enrollment process or financial incentives, just performance-based engagement, and operational efficiency coaching.

Together, these categorizations reflect a strategic, customer-informed approach to portfolio design—balancing innovation, accessibility, and scalability across sectors and delivery formats. The integration of digital tools, customer engagement, and sector-specific enhancements positions these programs to expand energy savings while responding to stakeholder priorities and evolving market needs.

Status of Recommendations and Petitions

(iii) the status of those recommendations, in addition to the petitions filed and the determination thereon

For the purposes of this report, recommendations are reported by filing year and follow the schedule below.

Table 3: Petition to Program Schedule

Year Developed & Petitioned	Year Approved	Year Launched
2019	2020	2021
2020	2021	2022
2021	2022	2023
2022	2023	2024
2023	2024	2025
2024	2025	2026

Recommendations by the stakeholder group(s) and the Dominion Energy Virginia subgroups are inclusive of suggestions for making improvements in programs, policies, and processes, such as cost-effectiveness calculations.

Phase I Utility - Appalachian Power (APCo)

To date, APCo has proposed $217.5 million, or approximately 155 percent of the original spending goal. Of the $217.5 million proposed, $87.92 million for two new programs, and the extension of three existing programs (5-year cost cap) were approved by the Commission in the Company's 2023 EE-RAC filing. Additional information about the programs, including program descriptions is in Appendix II.

Table 4: Phase I Utility Petition Status 2019 - Present

Petition Year	Program Name	Program Type	Recommended Through	Date Petitioned	Date Approved	Current Status
2019	Residential Low-Income Single-Family Program	Renewal of an existing program	Stakeholder Process	09/30/2019	05/21/2020	Renewed in 2024 and Launched in 2025
	Residential Low-Income Multifamily Program	New program	Stakeholder Process	09/30/2019	05/21/2020	Renewed in 2024 and Launched in 2025
	ENERGYSTAR® Manufactured Housing Program	New program	Stakeholder Process	09/30/2019	05/21/2020	Ended
2020	Residential Home Energy Report Program	New program	Stakeholder Process	11/20/2020	07/29/2021	Active
	Residential Efficient Products Program	Renewal of an expired program	Stakeholder Process	11/20/2020	07/29/2021	Active
	Residential Energy Efficiency Kit Program	New program	Stakeholder Process	11/20/2020	07/29/2021	Active
	Residential Home Performance Program	Renewal of an existing program	Stakeholder Process	11/20/2020	07/29/2021	Active[1]
	Business Energy Solutions ("BES") Program	Combination of 2 existing programs and renewal of program	Stakeholder Process	11/20/2020	07/29/2021	Active
	Residential Bring Your Own SMART Thermostat ("BYOT") Program	Renewal of an existing program	Stakeholder Process	11/20/2020	07/29/2021	Active
	Small Business Direct Install ("SBDI") Program	Renewal of an existing program	Stakeholder Process	11/20/2020	07/29/2021	Active
	Volt Var Optimization ("VVO") Pilot Program	New program	Stakeholder Process	11/20/2020	07/29/2021	Ended
2021	Custom Commercial & Industrial Pilot Program	New program - Refiling of previously denied program	Stakeholder Process	11/30/2021	07/2022	Active
2022	Moved to Two-Year Filing					
2023	Multifamily In-Unit Program	New Program	Stakeholder Process	11/30/2023	7/26/2024	Active
	Residential School Kits Program	New Program	Stakeholder Process	11/30/2023	7/26/2024	Active
	Residential Home Performance Program	Existing Program Renewal and Enhancement	Stakeholder Process	11/30/2023	7/26/2024	Active - Renewed from 2020
	Residential Low-Income Single-Family Program	Renewal of an existing program	Stakeholder Process	11/30/2023	7/26/2024	Active - Renewed from 2019
	Residential Low-Income Multifamily Program	Renewal of an existing program	Stakeholder Process	11/30/2023	7/26/2024	Active - Renewed from 2020
2024	Alternative Year – No Filing					

[1] Commission approved renewal in 2024 and extended through 2029 with program enhancement for moderate income rebates.

APCo Program Performance

Table 5: Phase I Utility Program Performance 2019-2023

Petition Year	Program Name	2024 Customer Enrollment	Cumulative Customers	2024 Gross Verified Savings	Gross Verified Savings (kWh)[2]
2019	Residential Low-Income Single-Family Program	318	1,349	979,965	4,129,923
	Residential Low-Income Multifamily Program	529	2,205	496,822	663,315
	ENERGYSTAR® Manufactured Housing Program	0	145	0	7,940
Sub-Total	3 Programs	847	3,699	1,476,787	4,801,178
2020	Residential Home Energy Report Program	295,764	602,715	25,337,823	83,528,390
	Residential Efficient Products Program	2,204	6,190	7,150,423	25,478,176
	Residential Energy Efficiency Kit Program	805	13,790	233,534	4,218,958
	Residential Home Performance Program	1,685	4,795	1,638,479	5,690,238
	Business Energy Solutions ("BES") Program	144	448	9,483,238	38,347,845
	Residential Bring Your Own SMART Thermostat ("BYOT") Program	1,072	7,661	156,198	321,281
	Small Business Direct Install ("SBDI") Program	203	594	3,644,465	7,208,204
	Volt Var Optimization ("VVO") Pilot Program	6,598	11,099	1,111,564	3,033,882
Sub-Total	8 Programs	308,475	647,292	48,755,724	167,826,974
2021	Custom Commercial & Industrial Pilot Program	23	26	3,045,831	3,414,686
Sub-Total	1 Program	23	26	3,045,831	3,414,686
2023[3]	Multifamily In-Unit Program	--	--	--	--
	Residential School Kits Program	--	--	--	--
	Residential Home Performance Program	--	--	--	--
	Residential Low-Income Single-Family Program	--	--	--	--
	Residential Low-Income Multifamily Program	--	--	--	--
Sub-Total	5 Programs	Not Yet Available	Not Yet Available	Not Yet Available	Not Yet Available
TOTAL	17 Programs	309,345	651,017	53,278,342	176,042,838

APCo EM&V Report Links:

- 2019: https://www.scc.virginia.gov/DocketSearch#/caseDetails/133464
- 2020: https://www.scc.virginia.gov/DocketSearch#caseDocs/133464
- 2021-2024: https://www.scc.virginia.gov/docketsearch#caseDocs/133464

[2] Gross verified savings (kWh) was first reported in the Independent Monitor's 2024 Annual Report and is continued in the 2025 report. The Commission has adjusted targets to reflectNet Verified Savings (MWh), which the Independent Monitor will update for the 2026 Report.

[3] 2023 Programs launched in 2025, data not yet available

Phase II Utility - Dominion Energy Virginia (DEV)

To date, DEV has proposed $933.9 Million, or approximately 107 percent of the GTSA legislative goal. Of the $933.9 Million proposed programs, approximately $136.9 Million is from Phase XIII, pending SCC final approval. Details about DEV's Program Filings is provided in Appendix IV.

Table 6: Phase II Utility Program Status 2019-2024

Petition Year	Program Name	Program Type	Recommended Through	Petition Date	Date Approved	Current Status
2019	Residential Electric Vehicle (EE and DR)	New Program	Utility/RFP Process	12/03/2019	07/30/2020	Active
	Residential Electric Vehicle (Peak Shaving)	New Program	Utility/RFP Process	12/03/2019	07/30/2020	Active
	Residential Energy Efficiency Kits (EE)	New Program	Vendor/RFP Process/Stakeholder recommendation	12/03/2019	07/30/2020	Active
	Residential Home Retrofit (EE)	New Program	Vendor/RFP Process/Stakeholder recommendation	12/03/2019	07/30/2020	Active
	Residential Manufactured Housing (EE)	New Program	RFP Process/Stakeholder recommendation	12/03/2019	07/30/2020	Active
	Residential New Construction (EE)	New Program	Vendor/RFP Process/Stakeholder recommendation	12/03/2019	07/30/2020	Ended
	Residential/Non-Residential Multifamily (EE)	New Program	RFP Process/Stakeholder recommendation	12/03/2019	07/30/2020	Active
	Non-Residential Midstream Energy Efficiency Products (EE)	New Program	RFP Process	12/03/2019	07/30/2020	Active
	Non-Residential New Construction (EE)	New Program	Utility Vendor or RFP process	12/03/2019	07/30/2020	Ended
	Small Business Improvement Enhanced (EE)	New Program	Vendor/RFP Process/Stakeholder recommendation	12/03/2019	07/30/2020	Active
	HB 2789 (Heating and Cooling/Health and Safety) (EE)	New Pilot	Legislative Mandate	12/03/2019	07/30/2020	Expired
	Residential Thermostat (EE) and (DR) Programs	New Program	Utility Vendor or RFP process	12/03/2019	07/30/2020	Ended
	Residential Smart Thermostat Rewards (DR)		Utility Vendor or RFP process	12/03/2019	07/30/2020	Active
	Residential Customer Engagement Program (EE)		RFP Process/Stakeholder recommendation	12/03/2019	07/30/2020	Active

Petition Year	Program Name	Program Type	Recommended Through	Petition Date	Date Approved	Current Status
2020	Virtual Audit	New program	Stakeholder Process Vendor or RFP process	12/02/2020	09/07/2021	Active
	Smart Home	New program	Stakeholder Process Vendor or RFP process	12/02/2020	09/07/2021	Active
	Residential Water Savings (EE)	New program	RFP Process/Stakeholder recommendation	12/02/2020	09/07/2021	Active
	Residential Water Savings (DR)	New program	RFP Process/Stakeholder recommendation	12/02/2020	09/07/2021	Active
	Income and Age Qualifying Program (EE)	Expansion to existing program	RFP Process/Stakeholder recommendation	12/02/2020	09/07/2021	Ended
	Income and Age Qualifying Solar (HB 2789 program)	New	Legislative Mandate	12/02/2020	09/07/2021	Expired
	Agriculture Program (EE)	New Program	Stakeholder Process Vendor or RFP process	12/02/2020	09/07/2021	Active
	Building Automation Program (EE)	New Program	Stakeholder Process Vendor or RFP process	12/02/2020	09/07/2021	Active
	Building Optimization Program (EE)	New Program	Stakeholder Process Vendor or RFP process	12/02/2020	09/07/2021	Active
	Non-Residential Customer Engagement Program (EE)	New Program	Stakeholder Process Vendor or RFP process	12/02/2020	09/07/2021	Active
	Enhanced Perspective Program (EE)	Expansion to existing program	Stakeholder Process Vendor or RFP process	12/02/2020	09/07/2021	Ended
2021	Non-Residential Energy Efficiency Data Center and Server Rooms Program	New Program	Stakeholder ProcessVendor or RFP process	12/14/2021	09/15/2022	Active
	Non-Residential Energy Efficiency – Healthcare Targeted Program	New Program	Stakeholder ProcessVendor or RFP process	12/14/2021	09/15/2022	Active
	Non-Residential Energy Efficiency – Hotel and Lodging Targeted Program	New program	Stakeholder ProcessVendor or RFP process	12/14/2021	09/15/2022	Active
	Small Business Behavioral Program	New Program	Stakeholder ProcessVendor or RFP process	12/14/2021	09/15/2022	Active
	Income and Age Qualifying Program Enhancement	Supplement to an existing program	Stakeholder ProcessVendor or RFP process	12/14/2021	09/15/2022	Ended

Petition Year	Program Name	Program Type	Recommended Through	Petition Date	Date Approved	Current Status
2021	Income and Age Qualifying Home Energy Reports	Supplement to an existing program	Stakeholder ProcessVendor or RFP process	12/14/2021	09/15/2022	Active
	Non-Residential Income and Age Property Owners	Supplement to an existing program	Stakeholder ProcessVendor or RFP process	12/14/2021	09/15/2022	Active
	Voltage Optimization O&M Software	New Program	Stakeholder ProcessUtilityIn conjunction with the Grid Modernization Phase II filing	12/14/2021	09/15/2022	Active
	Non-Residential Lighting and Controls Extension	Expansion to existing program	Stakeholder ProcessUtility	12/14/2021	09/15/2022	Ended
2022	Residential Income and Age Qualifying Bundle	Bundling of Currently Approved Program	UtilityVendor or RFP process	12/13/2022	08/04/2023	Active
	Non-residential Income and Age Qualifying Bundle	Bundling of Currently Approved programs.	UtilityVendor or RFP process	12/13/2022	08/04/2023	Active
	Residential EE Products Marketplace	Renewal of an expiring program	UtilityVendor or RFP process	12/13/2022	08/04/2023	Active
	Residential Customer Engagement Program (EE)	New Program	Stakeholder ProcessVendor or RFP process	12/13/2022	08/04/2023	Active
	Residential Peak Time Rebate	New program	UtilityIn conjunction with the Grid Modernization Phase II filing	12/13/2022	08/04/2023	Active
	Residential Retrofit Bundle	Bundling of existing programs	UtilityVendor or RFP process	12/13/2022	08/04/2023	Active
	Residential EV Telematics Pilot	New Program	Utility	12/13/2022	08/04/2023	Active
	Non-residential Enhanced Prescriptive Bundle	Bundling of current programs	UtilityVendor or RFP process	12/13/2022	08/04/2023	Active
	Non-residential Custom Program	New Program	Stakeholder processVendor or RFP process	12/13/2022	08/04/2023	Active
2023	DSM Phase VIII Non-residential Midstream EE Products Program Enhancements	Existing Program Enhancement	Vendor recommendation	12/11/2023	07/26/2024	Active
	DSM Phase XII Non-residential New Construction Program	Existing Program Enhancement	Stakeholder process	12/11/2023	07/26/2024	Active
	Phase XII Residential New Construction Program	Existing Program Enhancement	Stakeholder process	12/11/2023	07/26/2024	Active
	Phase XII Residential Smart Thermostat Purchase (EE)	Existing Program Enhancement	Stakeholder process	12/11/2023	07/26/2024	Active

Petition Year	Program Name	Program Type	Recommended Through	Petition Date	Date Approved	Current Status
2024	Phase XIII Non-residential Data Center Program (EE)	Existing Program Enhancement	RFP Process, Utility/Vendor	12/01/2024	Pending SCC approval	Pending Approval
	Phase XIII Residential Smart Thermostat (DR)	Existing Program Enhancement	Stakeholder process, utility/vendor, RFP Process	12/01/2024	Pending SCC approval	Pending Approval
	Phase XIII Small Business Improvement (EE)	Existing Program Enhancement	Stakeholder process, utility/vendor, RFP Process	12/01/2024	Pending SCC approval	Pending Approval
	Phase XIII Non-residential Enhanced Prescriptive Program (EE)	Existing Program Enhancement	Stakeholder process, utility/vendor, RFP Process	12/01/2024	Pending SCC approval	Pending Approval
	Phase XIII Non-residential Curtailment Demand Response (Demand Response)	New Program	Stakeholder process, utility/vendor, RFP Process	12/01/2024	Pending SCC approval	Pending Approval
	Phase XIII Non-residential Distributed Generation Program (Demand Response)	Existing Program Enhancement	Utility/Vendor	12/01/2024	Pending SCC approval	Pending Approval
	Phase XIII Residential Battery Storage Pilot (Demand Response)	New Pilot	Utility	12/01/2024	Pending SCC approval	Pending Approval
	Phase XI Residential Income and Age Qualifying Home Improvement Program Bundle Enhancement (EE)	Existing Program Enhancement	Stakeholder process	12/01/2024	Pending SCC approval	Pending Approval

Dominion Energy Virginia Program Performance

Table 7: Phase II Utility Program Performance 2019-2024

Petition Year	Program Name	2024 Customers Enrolled	Cumulative Customers Enrolled	2024 Gross Verified Savings	Cumulative Gross Verified Savings (kWh)
2019	Residential Electric Vehicle (EE and DR)	536	1,175	68,585	151,594
	Residential Electric Vehicle (Peak Shaving)	2,283	2,283	-	-
	Residential Energy Efficiency Kits (EE)	28,405	114,706	2,842,650	13,447,085
	Residential Home Retrofit (EE)	20	213	70,010	511,934
	Residential Manufactured Housing (EE)	221	781	51,348	171,385
	Residential New Construction (EE)	2,665	9,168	7,454,110	21,884,148
	Residential/Non-Residential Multifamily (EE)	1,800	4,750	1,009,297	2,047,433
	Non-Residential Midstream Energy Efficiency Products (EE)	130	333	1,840,203	5,750,468
	Non-Residential New Construction (EE)	23	31	8,268,666	37,018,393
	Small Business Improvement Enhanced (EE)	885	2,730	5,779,490	18,490,022
	HB 2789 (Heating and Cooling/Health and Safety) (EE)	-	10,715	-	3,136,790
	Residential Thermostat (EE) and (DR) Programs	2,758	22,118	769,867	5,517,912
	Residential Smart Thermostat Rewards (DR)	41,078	41,078	-	-
	Residential Customer Engagement Program (EE)	-	806,387	-	114,261,387
Sub - Total	**14 Programs**	**80,804**	**1,016,468**	**2,815,423**	**222,388,551**

Petition Year	Program Name	2024 Customers Enrolled	Cumulative Customers Enrolled	2024 Gross Verified Savings	Cumulative Gross Verified Savings (kWh)
2020	Virtual Audit	19,684	29,877	15,540,876	23,473,609
	Smart Home	241	303	92,073	122,776
	Residential Water Savings (EE)	475	905	654,767	1,266,082
	Residential Water Savings (DR)	12	12	-	-
	Income and Age Qualifying Program (EE)	5	9,938	5,169	7,191,412
	Income and Age Qualifying Solar (HB 2789 program)	401	538	2,320,497	3,177,928
	Agriculture Program (EE)	6	17	584,477	6,480,943
	Building Automation Program (EE)	4	4	414,292	414,292
	Building Optimization Program (EE)	68	113	12,863,802	28,520,795
	Non-Residential Customer Engagement Program (EE)	-	-	-	-
	Enhanced Perspective Program (EE)	15	976	742,906	23,941,511
Sub - Total	**11 Programs**	**20,911**	**42,683**	**33,218,859**	**94,589,348**
2021	Non-Residential Energy Efficiency Data Center and Server Rooms Program	2	2	5,009	5,009
	Non-Residential Energy Efficiency – Healthcare Targeted Program	10	10	114,451	114,451
	Non-Residential Energy Efficiency – Hotel and Lodging Targeted Program	55	55	2,231,527	2,231,527
	Small Business Behavioral Program	35,210	35,210	7,255,513	7,255,513
	Income and Age Qualifying Program Enhancement	-	4	-	1,661
	Income and Age Qualifying Home Energy Reports	25,335	25,335	-	-
	Non-Residential Income and Age Property Owners	-	-	-	-
	Voltage Optimization O&M Software	31	31	-	-
	Non-Residential Lighting and Controls Extension	569	828	41,880,965	62,711,743
Sub - Total	**9 Programs**	**61,212**	**61,475**	**51,487,465**	**72,319,904**

Petition Year	Program Name	2024 Customers Enrolled	Cumulative Customers Enrolled	2024 Gross Verified Savings	Cumulative Gross Verified Savings (kWh)
2022	Residential Income and Age Qualifying Bundle	3,397	3,397	3,697,837	3,697,837
	Non-residential Income and Age Qualifying Bundle	4	4	19,485	19,485
	Residential EE Products Marketplace	279,953	279,953	19,213,653	19,213,653
	Residential Customer Engagement Program (EE)	227,725	227,725	17,932,934	17,932,934
	Residential Peak Time Rebate	20,117	20,117	-	-
	Residential Retrofit Bundle	779	779	1,038,331	1,038,331
	Residential EV Telematics Pilot	601	601	-	-
	Non-residential Enhanced Prescriptive Bundle	535	535	6,511,670	6,511,670
	Non-residential Custom Program	7	7	230,626	230,626
Sub - Total	**9 Programs**	**533,118**	**533,118**	**48,664,536**	**48,664,536**
2023[4]	DSM Phase VIII Non-residential Midstream EE Products Program Enhancements	--	--	--	--
	DSM Phase XII Non-residential New Construction Program	--	--	--	--
	Phase XII Residential New Construction Program	--	--	--	--
	Phase XII Residential Smart Thermostat Purchase (EE)	--	--	--	--
Sub-Total	4 Programs	--	--	--	--

[4] 2023 Programs received approval in July 2024 and were launched in 2025. Data not yet available

Petition Year	Program Name	2024 Customers Enrolled	Cumulative Customers Enrolled	2024 Gross Verified Savings	Cumulative Gross Verified Savings (kWh)
2024[5]	Phase XIII Non-residential Data Center Program (EE)	Pending SCC Approval	--	--	--
	Phase XIII Residential Smart Thermostat (DR)	Pending SCC Approval	--	--	--
	Phase XIII Small Business Improvement (EE)	Pending SCC Approval	--	--	--
	Phase XIII Non-residential Enhanced Prescriptive Program (EE)	Pending SCC Approval	--	--	--
	Phase XIII Non-residential Curtailment Demand Response (Demand Response)	Pending SCC Approval	--	--	--
	Phase XIII Non-residential Distributed Generation Program (Demand Response)	Pending SCC Approval	--	--	--
	Phase XIII Residential Battery Storage Pilot (Demand Response)	Pending SCC Approval	--	--	--
	Phase XI Residential Income and Age Qualifying Home Improvement Program Bundle Enhancement (EE)	Pending SCC Approval	--	--	--
Sub - Total	**8 Programs**	**696,045**	**1,653,744**	**161,505,089**	**437,942,339**
TOTAL	**55 Programs**	**696,045**	**1,653,744**	**161,505,089**	**437,942,339**

DEV EM&V Report Links:

- 2019-2020: The EM&V Report can be found under the SCC's website, located here by searching for case number: PUR-2020-00274 https://www.scc.virginia.gov/DocketSearch#caseDocs/141608[6]
- 2021: Published 6-15-23 The EM&V Report can be found under the SCC's website located here by searching for case number: PUR-2021-00247 https://www.scc.virginia.gov/docketsearch/DOCS/7sxk01!.PDF
- 2022: EM&V Report Submitted 07-12-2024
- 2023: https://www.scc.virginia.gov/docketsearch#caseDocs/144737

Contribution to VCEA Goals

Under the Virginia Clean Economy Act (VCEA) and the implementing orders from the State Corporation Commission (SCC), the Energy Efficiency Resource Standard (EERS) sets incremental annual energy savings targets for Phase I Utility (APCo) and Phase II Utility (DEV) through 2028. These targets are based on percentage savings relative to the prior year's retail electricity sales in Virginia. The State Corporation Commission (SCC) issued formal orders in March 2021[7] , which:

- Set incremental annual savings targets starting in 2022.
- Required annual filings to show verified savings data through EM&V (Evaluation, Measurement & Verification).
- Directed utilities to demonstrate compliance with their respective percentage targets each year.

[5] 2024 Programs pending SCC approval. Programs not yet launched.
[6] An executive overview of the 2022 EM&V Report can be located on the Company's website here
[7] Cases PUR-2020-00274 for Dominion and PUR-2020-00265 for APCo

Initially, APCo was required to maintain 1.25 percent annually from 2025 through 2028, pending SCC review. These targets reflect the company's smaller size and more limited territory compared to DEV. Dominion Energy Virginia was directed to maintain 2 percent annually from 2025 through 2028, subject to SCC review and future proceedings. DEV targets apply to regulated retail electricity sales in Virginia. Pursuant to Code § 56-596.2, energy savings targets of 3.00 percent for 2026; 3.50 percent for 2027; and 4.00 percent for 2028 are established for APCo.

Pursuant to Code § 56-596.2, energy savings targets of 3.00 percent for 2026; 4.00 percent for 2027; and 5.00 percent for 2028 are established for Dominion. This translates into energy savings targets of 39,400 MWh for 2025; 47,900 MWh for 2026; and 63,900 MWh for 2027 for Dominion

Table 8: VCEA Targets for Phase I and II Utilities

Year	Dominion (DEV) Target	Appalachian (APCo) Target
2022	1.25% of 2019 sales	0.50% of 2019 sales
2023	2.50% (Net Savings)	1.75% (Net Savings)
2024	3.75% (Net Savings)	1.50% (Net Savings)
2025	5.00%	2.00% (Net Savings)
2026	3.00% (Net Savings)	3.00% (Net Savings)
2027	4.00% (Net Savings)	3.50% (Net Savings)
2028	5.00% (Net Savings)	4.00% (Net Savings)

2022 was the first compliance year. Savings generated from 2022 program activities had to meet 1.25% (Dominion) and 0.5% (APCo) of 2019 retail electricity sales. Verified data on those savings was submitted in 2023, after EM&V work was completed. These reports were reviewed to determine if each utility had met its VCEA-mandated targets.Table 9 displays the data from 2022 through 2024 as of the time of the writing of this report, and makes the adjustment to Net Verified Savings.

Year	Utility	Target	Actual Verified Savings	Variation	Compliance Status
2022	Phase I Utility (APCo)	0.50% 72,260 MWh	1.52% 219,036 MWh	+1.02 % +146,776 MWh	Met & exceeded
	Phase II Utility (DEV)	1.25% 852,892 MWh	1.23% 839,243 MWh	(0.02) % (13,659 MWh)	Not Met
2023	Phase I Utility (APCO)	1.0% (Net) 144,500 MWh	2.41% (Net) 348,000 MWh	1.66% + 203,500 MWh	Met & exceeded
	Phase II Utility (DEV)	2.5% (Net) 1,705,783 MWh	1.42% (Net) 969,685 MWh	(0.43%) 736,098 MWh	Not Met
2024	Phase I Utility (APCo)	1.5% (Net) 216,781 MWh	2.63% 380,109 MWh	+1.13% 163,328 MWh	Met and Exceeded
	Phase II Utility (DEV)	3.75% (Net) 2,558,675 MWh	1.62% (Net) 1,105,950 MWh	(0.56%) 1,452,725 MWh	Anticipated Not Met

2025 Stakeholder Process

Between July 1, 2024, and June 30, 2025, the Independent Monitor continued an inclusive approach, adding anyone who expressed interest or was recommended to the utility-specific stakeholder contact lists. During this period, the Phase I Utility (APCo) stakeholder group met once, and the Phase II Utility (DEV) stakeholder group met twice. Both utilities will hold at least two more meetings prior to the December 2025 (DEV) and March 2026 (APCo) petition filings. These meetings were used to review past program recommendations, develop new proposals, and discuss stakeholder-raised topics, including EM&V findings. In addition, the Phase II Utility had several sub-group meetings, including the Non-Residential Programs subgroup and the EM&V subgroup.

Table 10: 2024-2025 Stakeholder Process Meetings

Utility	Meeting Date	Purpose	Number of Attendees
APCo	November 21, 2024	• Update on 2023 EERAC Filing • Action Items from 2023 EERAC Order • Discussion of 2025 RFP – Proposed Programs	38
DEV	October 28, 2024	• 2024 RFP and Planned Filing Update • Customer Awareness Update and Discussion • 2023 EM&V Report Discussion	87
	March 17, 2025	• Virginia Energy Sense Update • DEV 2024 Filing Update • Customer Awareness Update • Process Evaluations Discussion • Stakeholder Discussion/Idea Generation for 2025 RFP and Petition Filing	92

DEV Stakeholder Subgroups

For the DEV stakeholder group, due to its large size, stakeholders continued to utilize subgroups for more in-depth discussions and planning. Between July 1, 2024, and June 30, 2025, three of the subgroups held meetings. In addition, the Independent Monitor hosted a tutorial in how to use the online collaborative platform, Basecamp. The meetings and purposes were:

Table 11: Phase II Utility Subgroup Meetings 2024-2025

Subgroup	Meeting Date	Purpose
Agenda and Process Subgroup	September 10, 2024	Further discussion of DSM 4 Recommendations and next steps.
	February 24, 2025	Plan for Dominion Stakeholder March 17, 2025, meeting.
Open	November 15, 2024	Basecamp Tutorial
EM&V Subgroup	November 18, 2024	To review and discuss Phase XIII EM&V plans that will be submitted with the 2024 Dominion filing.
Non-Residential Programs Subgroup	March 12, 2025	Open discussion on potential programs for DEV's commercial and industrial customers.

Additional Stakeholder Collaboration Options

All stakeholders are invited to use a dedicated, collaborative online site on Basecamp.com. Use of the site allows for better communication through message boards and sharing of documents. Any interested party may request access to the Basecamp project documents. Stakeholders are now able to review and download documents for both utilities in one location. The online collaborative platform assists in maintaining transparency in the stakeholder process and to share information with all stakeholders. The collaborative site includes information about the process, meeting schedules, agendas and notes, program ideas and recommendations, and allows stakeholders to post suggestions and have online discussions. The site allows stakeholders unable to participate in meetings to keep updated on the progress of the process. Access is also granted to the site for any interested party by a simple email request to the independent monitor at ted.kniker@ipa-llc.org.

Stakeholder Representation

The Appalachian Power stakeholder group added seven new members in 2024/2025 and now has 179 members. Dominion Energy Virginia added 8 new members and now has 315. Both groups represent over 20 organizational types, such as utilities, state agencies, local governments, implementers, and advocacy organizations. Figure 1 depicts the distribution of stakeholder participants by affiliation type for each utility.

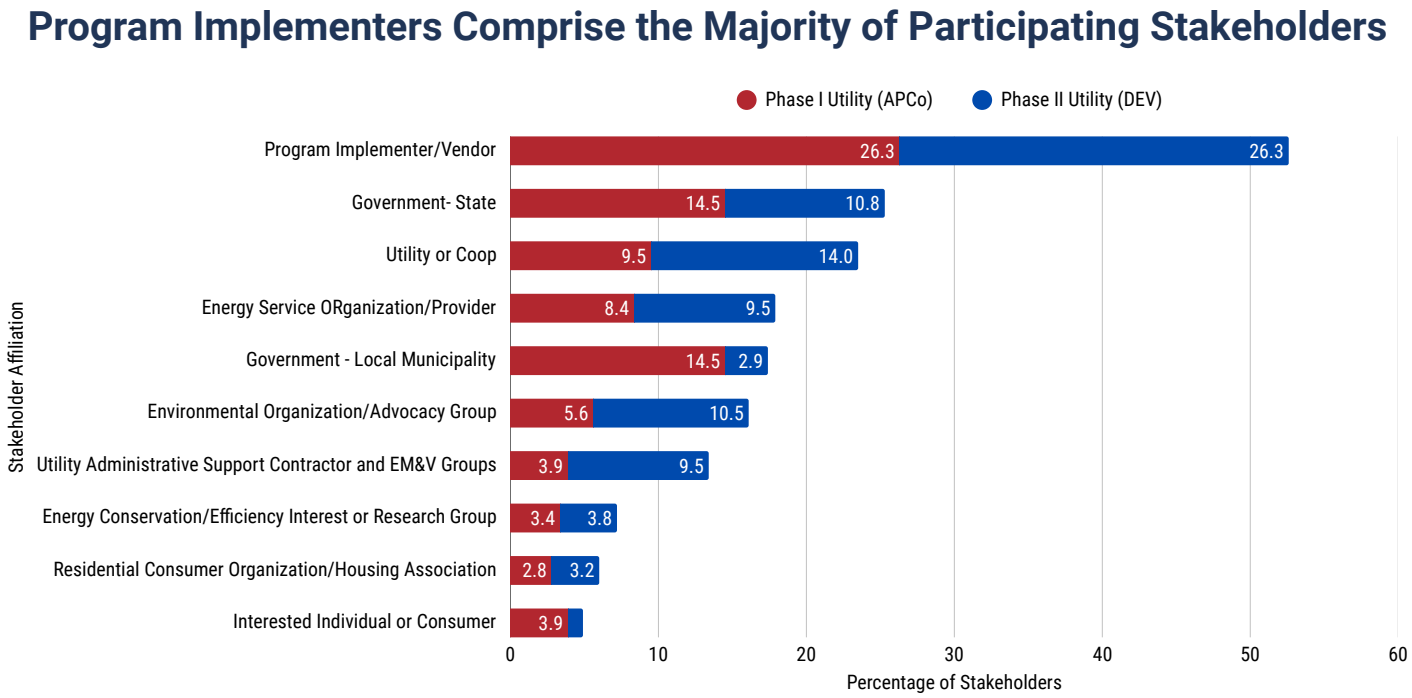


Figure 1: Stakeholder Organizational Affiliation

Not shown on the chart are other affiliations, which had less than 5.0 percent representation. These include:

- Law Firms
- Educational Institutions
- Low Income Interest Groups/Housing Organizations
- Charitable Organizations
- Business
- Elderly
- Federal Government

For the Program Implementers/Vendors, there are multiple categories. The table below provides the distribution by type of implementer. The percentages represent the percentage of the type within the implementer group.

Table 12: Types of Program Implementers in the Virginia Energy Efficiency Stakeholder Process

Type of Implementer	APCo	DEV
Program Manager/Integrator	42.6%	53.0%
Weatherization Provider	29.8%	25.3%
Customer Engagement	14.8%	13.3%
Commercial Lighting	6.4%	3.6%
Other	6.4%	4.8%

Stakeholder Feedback About the Process

To obtain feedback about the 2025 Stakeholder Process year so far for this report, the independent monitor conducted an online survey between May 22 and June 9, 2025. An email invitation was sent to 406 stakeholders.[8] In addition, the independent monitor also provided a weblink through the Basecamp message platform. Of the 406, nine opted out and 56 had bounced or blocked emails, reducing the available universe to 341 potential respondents. A total of 50 stakeholders responded for a response rate 14.7 percent, over double the response rate from 2024. The full set of frequency distributions (responses) are available by request from the independent monitor. Based upon the response rate, the confidence level and margin of error are closer to acceptable levels used for pilot programs and prototyping and should be considered directionally correct, but not fully representative of the entire stakeholder population.

Who Responded?

Of the 50 who responded, 44 percent identified as participating in both the Phase I Utility (APCo) and Phase II Utility (DEV) processes, 40 percent in only the Dominion Energy Virginia stakeholder group, and 14 percent in only the Appalachian Power stakeholder group. Representation covered all years of the process, with the majority of respondents having participated in the most recent year, October 2024 to present. Figure 2 provides the distribution by participation year and process.

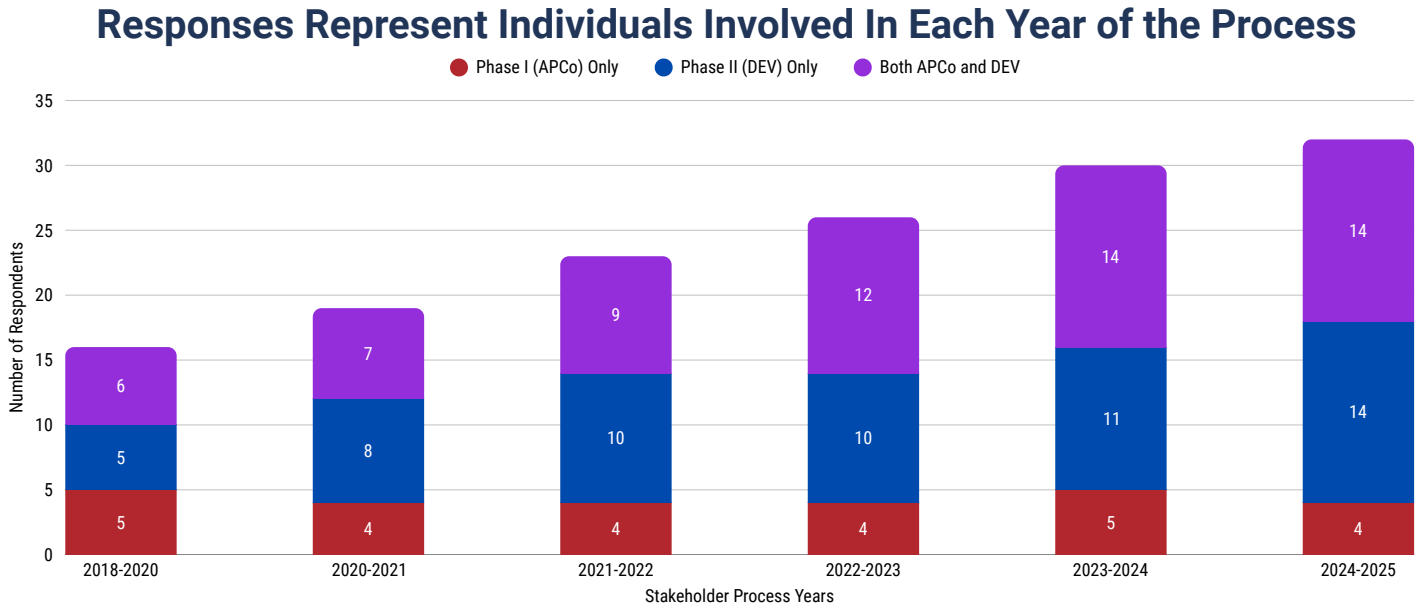


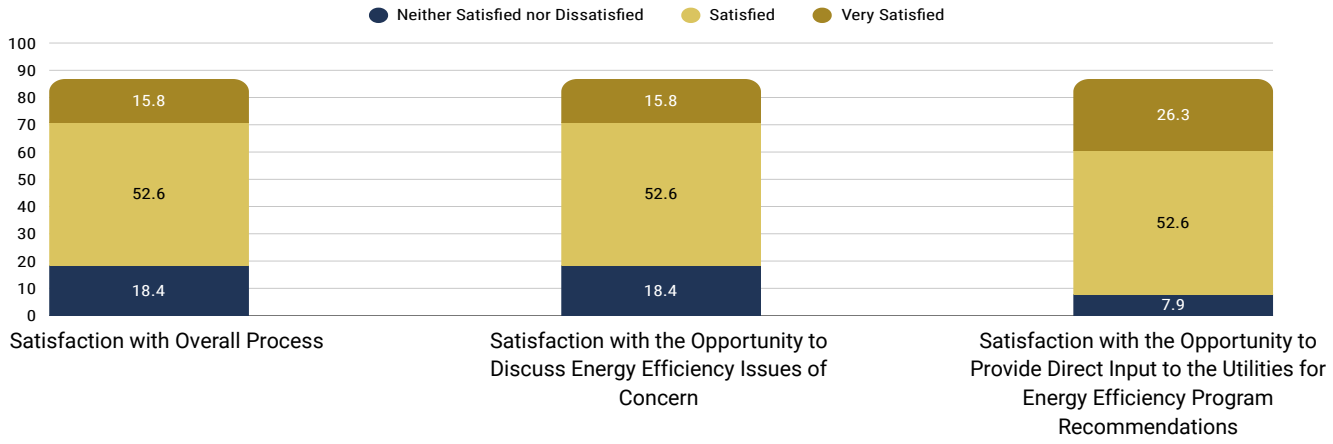
Figure 2: Respondent Participation by Process Participation and Year

[8] Stakeholders who participated in both APCo and DEV groups received only one survey invitation

Respondents' affiliations were less diverse with 37.5 percent representing Energy Efficiency/Conservation program implementers, 25.0 percent representing Energy Service Organizations, 12.50 percent representing a utility company, 12.0 percent representing either environmental or energy conservation groups/associations and 6.3 percent representing a state agency.

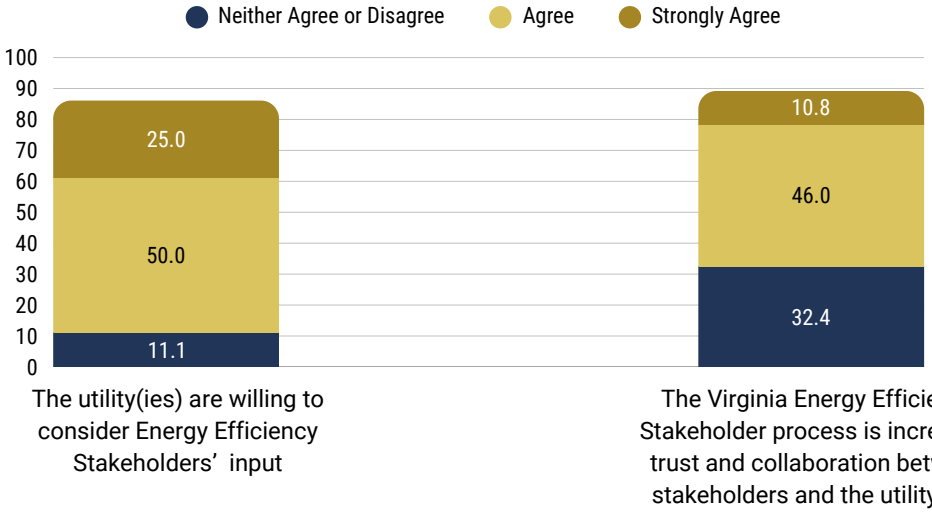
Stakeholder Satisfaction: Over two thirds to three quarters (68.4 to 78.9%) of the respondent stakeholders report being satisfied with the stakeholder process, the opportunity to discuss issues of concern, and the opportunity to provide direct input to the utilities for energy efficiency program recommendations. The satisfaction rates have increased from 2024 and are consistent with year-over-year levels, which were generally between 68 and 77 percent. However, it should be noted that in previous years, except for 2024, over 80 stakeholders responded, so with the 38 individuals responding to this particular question, each response weights heavier, which can skew the overall results. However, a larger percentage of respondents answered "Satisfied" than in the previous years.

A Majority of Stakeholder Respondents are Satisfied with the Feedback Process



Stakeholder Trust: Three quarters (75.0%) of the stakeholder respondents agree that the utilities are willing to consider their input, a significant increase of 14 percent over the 2024 level, which itself had been an increase over previous years. Those who selected "Agree" rose from 38 percent to 50 percent, indicating stronger perception that the utilities consider stakeholder input. Nearly two-thirds of the respondents agree that the process is increasing trust and collaboration between stakeholders and the utilities. This represents an increase from the previous year, where slightly less than half agreed.

The Majority of Stakeholders Agree the Process is Working



Variation by Process: The rate of agreement of the satisfaction and engagement questions varies depending on which stakeholder process(es) the respondent affiliates with. Those stakeholder respondents who participate only in the Phase I stakeholder process rate their satisfaction with the overall process, the opportunity to discuss energy efficiency issues, and opportunity to provide direct input at 100 percent agreement. One hundred percent of Phase I only respondents also agree the utility is willing to consider their input. An interesting change occurred in the 2025 data, and that is that 50 percent of Phase I only stakeholders answered "Neither agree or disagree" as their response to the question on increasing trust and collaboration.

For stakeholders who participate only in the Phase II stakeholder process, respondents rate their satisfaction lower than Phase I only and dual-process participants, with a large percentage (43.8%) selecting "Neither satisfied or dissatisfied" for overall satisfaction and opportunity to discuss energy efficiency issues. However, 50 percent of Phase II only stakeholder respondents reported being satisfied with the opportunity to provide direct input to the utilities. Over half (53.3%) of Phase II only stakeholders agree the utilities are willing to consider their input, an increase of nearly 10 percent over 2024. However, there was a four percent drop from the 2024 data in the percentage who report that the process is improving trust and collaboration (40.0 percent) with an increase in the percentage who selected "Neither agree nor disagree."

For stakeholders who indicated they participate in both Phase I and Phase II stakeholder processes, ratings for satisfaction are stronger than they have been in previous years, with:

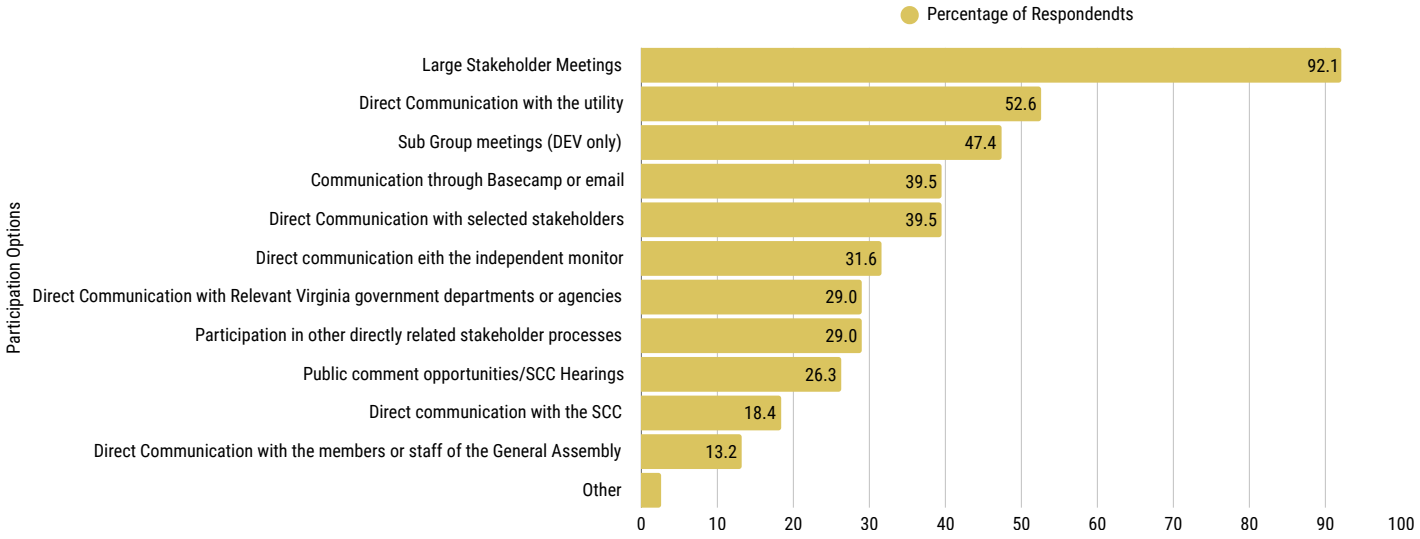
- 87.5% of dual-process respondents report that they are satisfied with the process overall.
- 87.5% of dual-process respondents report that they are satisfied with the opportunity to discuss energy efficiency issues of concern.
- 100.0% of dual-process respondents report that they are satisfied with the opportunity to provide direct input to the utility(ies) for energy efficiency program recommendations.

Responses by dual-utility respondents were similar for the engagement questions, which had a significant increase over last year. In 2025, 87.5 percent of dual-process respondents agreed the utilities are willing to consider their input, which represents an increase of 20 percent over the 2024 level. For the question related to increasing trust and collaboration, three quarters (75.0%) agreed the process is increasing trust and collaboration, an increase of nearly 30 percent over the 2024 data.

While the data is generally good, more can still be done to increase trust and collaboration between the utilities and the other stakeholders. Based upon other feedback received in the survey and through the stakeholder meetings, stakeholders have indicated they want more options for discussing how to improve existing programs and discuss issues affecting the performance of programs, as well as having more insight into utilities' decisions about specific recommendations.

Stakeholder Input and Feedback Channels: The stakeholder process has evolved since 2019 and there are many other paths for stakeholders to provide input and feedback on energy efficiency and conservation. The independent monitor introduced a new question in the 2025 survey that asked respondents how they have participated in the Virginia Energy Efficiency Stakeholder Process.

The Majority of Stakeholder Respondents Engaged Through the Process and Stakeholder Network



While most stakeholders engage through the formal process apparatus of the large stakeholder meetings, sub-groups, or through the online platform, over half have direct communication with the utility and over a quarter participate in related SCC hearings or other SCC sponsored processes. A smaller, but still significant percentage work through political channels. When the data is analyzed by the participation process, the only strong differences are that a higher percentage of APCo only respondents participate in the public comment opportunities (66.7%), making it the second most common participation option, and in direct communication with relevant government agencies (50.0%).

Stakeholder Input Transparency: More than half (56.7%) of the stakeholder respondents see the results of the stakeholder process in the energy efficiency RFPs developed by the utilities. This represents a slight increase from 2024. Noticeably, the percentage of respondents who selected "Strongly Agree" doubled from the previous year. The most positive responses come from the dual-process participants.

Just under two-thirds (62.1%) of respondent stakeholders see the results of their input in the utilities' filings to the SCC and 54.0 percent of the respondents see their input visible in the programs approved by the State Corporation Commission. Both of these results are increases from the previous year, mostly attributable to the increased percentage selecting the "Strongly Agree" option. A potential explanation for why more stakeholders don't see the recommendation results is that some of the input is proprietary from potential bidders and the utilities also use RFPs to solicit final ideas. However, for the filings, programs may change characteristics and design after cost-effective tests and negotiations with implementers. For 2025 annual report, the independent monitor is attempting to capture each recommendation and its decision status by the utilities for further transparency.

The Majority of Respondent Stakeholders See Results of their Input in...

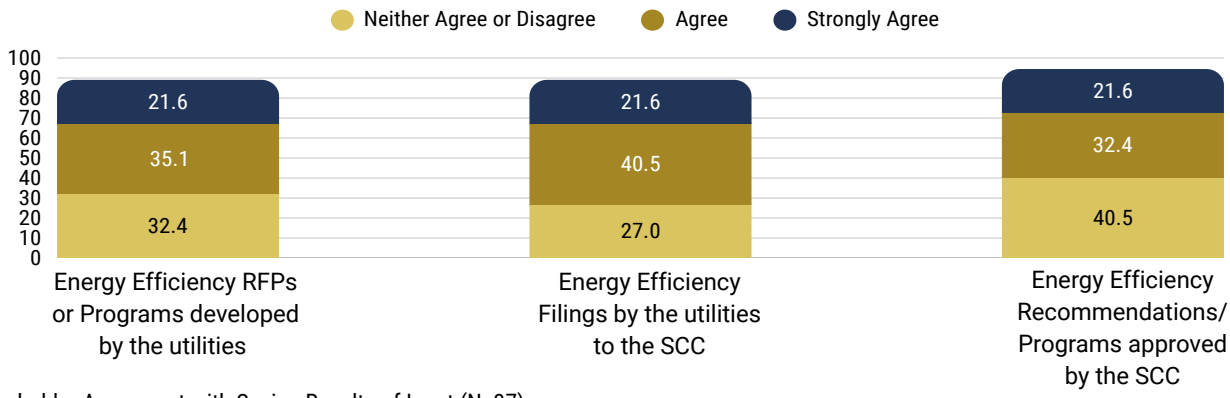
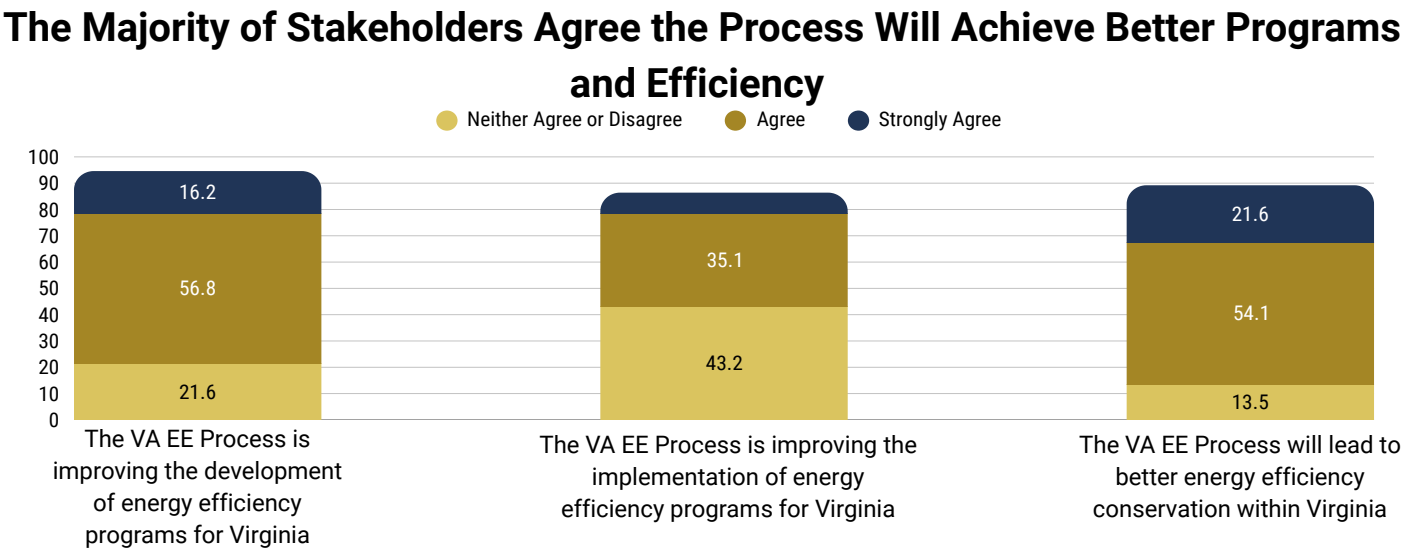


Figure 6: Stakeholder Agreement with Seeing Results of Input (N=37)

Energy Efficiency Program Development and Implementation: Nearly three-quarters (73.0%) of respondent stakeholders report that the Virginia Energy Efficiency Stakeholder Process is improving the development of energy efficiency programs in Virginia. Three-quarters (75.7%) report that based on their participation experience, the process will lead to better energy efficiency conservation within Virginia. Both results demonstrate a significant increase from the previous year's survey, with a higher percentage selecting "Agree" or "Strongly Agree" as their response. These results are somewhat balanced by less than half (43.2%) who report that the process is improving the implementation of energy efficiency programs in Virginia. The lower rating may be attributable to the high percentage of program implementers who responded, or from the process focusing more on the solicitation of input for program design and development and not as much on implementation issues. The idea to use the process more to address challenges in implementation and to discuss ways to overcome obstacles to smoother implementation has surfaced in stakeholder feedback and specifically in this survey.



Strengths of the Stakeholder Process: The Virginia Energy Efficiency Stakeholder Process is broadly recognized by participants as a meaningful and evolving forum that supports collaboration, learning, and input into utility energy efficiency programs. Based on stakeholder feedback, several key strengths define the value and effectiveness of the current process:

Inclusive Collaboration Across Sectors

The process is praised for its ability to bring together a wide range of stakeholders—including utilities, state agencies, consumer advocates, nonprofits, technology providers, and implementation partners. This inclusive collaboration enables stakeholders to jointly explore solutions, align energy efficiency programs with customer needs, and provide informed feedback based on real-world experience. Feedback included:

- "Collaboration and input from different organizations to align APCo incentive programs with customer needs."
- "Brings together organizations that can provide input and support to the utilities."

Open Communication and Transparency

Stakeholders commend the process for maintaining open lines of communication, both during and between meetings. The transparent flow of information—combined with a user-friendly technology platform—supports stakeholder engagement and fosters trust. These communication practices create an environment where different voices are welcomed, and consensus-building is possible.

- "Good communication and openness to those in attendance."
- "Transparency, communication… plus, the stakeholder tech. platform is very user-friendly."

A Dedicated Forum for Constructive Dialogue

A distinctive strength of the stakeholder process is that it provides a dedicated forum for discussion outside of formal regulatory proceedings. Stakeholders value the opportunity to engage directly with Dominion Energy, Appalachian Power, and the State Corporation Commission (SCC) staff in a less adversarial, more collaborative setting.

- "Creating space for stakeholders, the utilities, and SCC staff to discuss EE programs openly outside of an SCC courtroom."
- "Brings all interested parties together to listen and discuss rather than the usual talking at each other."

Opportunity to Be Heard by Utilities and Regulators

Stakeholders highlighted that the process provides them with a clear and direct avenue to voice concerns, share input, and influence decision-making. The structure allows both organizations and individual consumers to feel heard—not only by utilities but also by the SCC, which plays a critical role in oversight and program approval.

- "It provides a venue for organizations and consumers to learn about Dominion's plans and gives them an avenue to be heard by both the utility and the SCC."

Rich Information Sharing and Learning

Another strength frequently mentioned is the value of shared learning. Participants appreciate the transparency in utility planning, as well as regular updates from Commonwealth agencies. These updates allow stakeholders to stay informed, identify gaps, and propose solutions based on evolving data and policy directions.

- "It's helpful to hear the positions of many stakeholders and hear details of what's happening within Dominion."
- "Variety of input from vast sector of stakeholders all with a focus on energy conservation."

Improved Stakeholder Engagement Through SCC Involvement

Stakeholders see the active attendance and participation of the SSC staff as a major component in improving the process's credibility, effectiveness, and regulatory relevance. Their attendance not only boosts transparency but also ensures that the perspectives shared in the process are reaching key decision-makers.

Opportunities for Improvement: Stakeholders continue to value the Virginia Energy Efficiency Stakeholder Process as a collaborative forum that brings together diverse voices from across the Commonwealth. They recognize its role in enabling open dialogue, facilitating updates from utilities and the State Corporation Commission (SCC), and fostering cross-sector understanding. However, they have also identified a number of opportunities to strengthen the process, improve its effectiveness, and more directly contribute to achieving the goals set forth in the Virginia Clean Economy Act (VCEA).

Enhancing the Meeting Format and Frequency

Stakeholders expressed a strong desire for a more consistent and structured cadence of meetings throughout the year. Many called for a return to at least two in-person meetings annually, with some advocating for quarterly gatherings that blend in-person and virtual formats. This hybrid approach would increase accessibility while fostering relationship-building and deeper collaboration during face-to-face interactions. Additionally, stakeholders emphasized that meeting frequency should be increased to avoid delays in decision-making and to ensure timely action on stakeholder recommendations. The continuation of interactive stakeholder calls—where participants can actively share ideas and provide feedback—was cited as a best practice that should be maintained.

Refocusing Meeting Content and Structure

A key area of improvement is the focus and structure of stakeholder meetings. Stakeholders urged a shift away from one-way updates and toward active problem-solving. Rather than allowing utilities to set the agenda solely around internal progress reports, participants recommended that meetings be structured around specific barriers to energy efficiency—such as low program participation or underperformance in energy savings. They also recommended that each agenda item be explicitly tied to VCEA goals, with clear success metrics such as marketing reach, search engine optimization (SEO), customer awareness, and estimated savings from new programs.

Moreover, stakeholders would like more time allocated for organizations to present their own findings, proposals, and perspectives. A more inclusive content format would ensure that smaller nonprofits, consumer advocates, and technology developers have the opportunity to contribute substantively. There was also a desire to improve communication practices outside of meetings, for example, reducing overuse of "Reply All" emails which dilute the efficiency and clarity of collaboration.

Deepening the Collaboration Model

While collaboration was consistently named as one of the stakeholder process's strengths, stakeholders called for deeper and more targeted engagement. This includes empowering small groups of stakeholders to work directly with utilities on program design prior to the issuance of RFPs. These working sessions would allow for more detailed input than general brainstorming meetings. Subgroups, though established, are not meeting frequently or consistently enough to be effective. Stakeholders recommended increasing the expectations for subgroup activity and ensuring follow-through on action items discussed within those forums.

There is also a need for greater inclusion of diverse voices in these subgroup discussions and main stakeholder meetings. Implementers, in particular, seek pathways to share insights and technical proposals without risking the disclosure of competitive trade secrets. In parallel, stakeholders called for utilities to participate in more business-led educational opportunities on emerging technologies and innovation.

Sharpening Strategic Focus and Organizational Commitment

Many stakeholders stressed the importance of focusing the entire process more directly on VCEA compliance. They encouraged re-centering discussions around how utilities can meet or exceed statutory targets and asked for performance to be measured with tangible metrics—such as customer participation rates, energy savings, cost-effectiveness, and public engagement levels.

Some stakeholders voiced concern that there is still insufficient commitment from utilities—particularly Dominion—to sincerely pursue goals around energy efficiency, climate resilience, and sustainability. In their view, the stakeholder process must not only convene input but also drive accountability and demonstrable action. They recommended a clearer connection between stakeholder contributions and program outcomes, such as visual evidence that feedback was used, or documentation of program refinements stemming from stakeholder ideas.

Improving Tools and Communication Platforms

While the stakeholder process has adopted digital tools to support collaboration, several participants reported that the Basecamp platform remains a barrier to engagement. Described as neither intuitive nor efficient, Basecamp’s interface and communications model do not support the needs of a growing, technically diverse stakeholder group. Stakeholders recommended either a redesign of how Basecamp is used (including training and structured content) or a transition to a more effective, collaborative tool that allows better tracking, discussion, and document sharing.

Stakeholders are highly invested in the process and have offered constructive, actionable recommendations that, if adopted, would strengthen collaboration, improve meeting quality, increase transparency, and better align the process with Virginia’s energy efficiency goals. By implementing these suggestions, the stakeholder process can move from a consultative forum to a results-driven, co-creative engine for continuous improvement and progress toward the Commonwealth’s climate and efficiency mandates.

Recommended Next Steps and Actions for Strengthening the Stakeholder Process

Building on the foundation of inclusivity, transparency, and collaboration that stakeholders have praised, the following set of next steps is designed to address key opportunities for improvement while advancing both near-term and multi-year objectives. These actions aim to enhance the effectiveness, responsiveness, and strategic alignment of the stakeholder process—ensuring it continues to support energy efficiency advancement across Virginia.

1. Align the Process More Closely with VCEA Goals and Metrics

Stakeholders have emphasized the need to make the Virginia Clean Economy Act (VCEA) the central organizing principle of the stakeholder process. To achieve this, each meeting should include a recurring review of how proposed and existing programs align with VCEA targets and energy savings goals. A standing "VCEA Progress Dashboard" should be developed to track utility performance on metrics such as kWh savings, participation rates, cost-effectiveness, and equity outcomes. In addition, each stakeholder subgroup should be encouraged to report how their proposals directly support progress toward VCEA compliance and identify where barriers remain.

2. Increase the Frequency and Utility of Stakeholder Meetings

While the current meeting structure is valued, stakeholders would like to see more frequent, purpose-driven meetings. A quarterly meeting cadence—combining in-person and virtual options—would maintain momentum and allow for deeper exploration of key issues. To make meetings more impactful, agendas should be structured to include detailed problem-solving discussions, such as root cause analysis of underperforming programs or exploring new incentive models. A "Spotlight Session" at each meeting could feature brief presentations from nonprofit organizations, implementers, or community advocates on emerging technologies or lessons from the field.

3. Expand Stakeholder Influence in Program Design

To better reflect the collaborative nature of the process, stakeholders should have more structured opportunities to help shape programs before they are finalized and sent out for implementation via requests for proposals (RFPs). Design workgroups—comprising utility representatives, implementers, and interested stakeholders—could be formed to co-develop the structure and content of priority programs. Additionally, a formal feedback-response system should be adopted to ensure that stakeholder suggestions are acknowledged, reviewed, and publicly responded to, either in writing or during a future meeting.

4. Activate and Support Subgroup Work

Stakeholder subgroups have the potential to be powerful engines of innovation and review, but they must meet regularly and be supported with the necessary infrastructure. Subgroups should convene at least quarterly and share summaries of discussions, proposals, and recommended actions. Assigning facilitators or liaisons, whether from the SCC, the utilities, or the independent monitor—can help maintain focus and ensure that subgroup outcomes are linked to utility planning and stakeholder reporting cycles.

5. Improve Tools for Communication and Collaboration

While the process benefits from digital collaboration, many stakeholders find the current Basecamp platform difficult to navigate. A new, more intuitive collaboration platform should be considered—one that enables efficient file sharing, progress tracking, subgroup workspaces, and central access to meeting archives. This should be paired with a simplified stakeholder dashboard summarizing meeting dates, input deadlines, and the status of recommendations or pilot proposals. Optional training sessions could help stakeholders get the most from these tools.

6. Broaden Representation and Support Inclusive Participation

Maintaining broad participation is one of the stakeholder process's greatest strengths. However, some groups—particularly smaller nonprofit organizations, rural representatives, and weatherization agencies—may face financial or logistical barriers to attending regularly. To promote equity and ensure diverse perspectives, the process should consider offering stipends or travel support to volunteers or small organizations. A standing "Voices from the Field" agenda item could ensure that those working directly with customers, especially in vulnerable communities, are heard and can share experiences and insights.

7. Increase Visibility of Progress and Outcomes
To reinforce trust in the process, stakeholders want to see clearer connections between their input and the outcomes of energy efficiency programs. A publicly accessible "Stakeholder Process Outcomes Tracker" should be developed and regularly updated to show:

- Which stakeholder ideas have been incorporated into utility filings
- What pilot programs have launched based on process discussions
- What metrics have improved (e.g., participation, cost/kWh, or awareness)
- What recommendations are still under review

These updates would support transparency, improve confidence in the process, and help all parties identify where additional focus is needed.

8. Deepen Engagement from Utilities and the State Corporation Commission
Finally, both utilities and the State Corporation Commission (SCC) play critical roles in the success of the stakeholder process. Stakeholders appreciate SCC participation in recent meetings and would like to see this evolve into more active engagement—such as policy clarification, technical input, and feedback on draft proposals. Similarly, utilities are encouraged to send program managers to subgroup meetings and to participate in joint planning sessions. An annual utility-stakeholder planning retreat could further align strategies, improve coordination, and accelerate the resolution of systemic issues.

Appendix I: Previous Year Legislative Changes

2020 Legislative Update

In the 2020 General Assembly session, under House Bill 575[9], § 56-585.1 relating to energy efficiency was amended and reenacted. The amended legislation included the following provisions that directs the stakeholder process to provide input and feedback on:

1. the development of such energy efficiency programs and portfolios of programs.
2. compliance with the total annual energy savings and how such savings affect utility integrated resource plans.
3. recommended policy reforms by which the General Assembly or the Commission can ensure maximum and cost-effective deployment of energy efficiency technology across the Commonwealth; and
4. best practices for evaluation, measurement, and verification for the purposes of assessing compliance with the total annual energy savings.

The revised legislation expanded the identified stakeholder representatives to include participation from

- Relevant directors, deputy directors, and staff members of the Commission [State Corporation Commission] who participate in approval and oversight of utility energy efficiency savings programs.

The legislative changes reflected input provided by stakeholders in the 2018-2019 (2019) stakeholder process and began on July 1, 2020, for the 2020-2021 (2021) stakeholder process and subsequent years and will be reported in future annual reports. The legislation did not change any of the requirements for the independent monitor's Annual Report.

2021-2023 Legislative Update

There were no legislative updates or revisions to § 56-585.1 that altered the energy efficiency stakeholder feedback process, the annual reporting, or the role of the independent monitor.

2024 Legislative Update

There were no legislative updates or revisions to § 56-585.1 that altered the energy efficiency stakeholder feedback process, the role of the independent monitor, or the independent monitor's annual reporting. However, the General Assembly did pass three new bills related to energy efficiency that may drive additional conversation within the stakeholder process. These are:

- **HB 746/SB565 Energy efficiency programs; incremental annual savings.** Provides that for the 2029 program year and all subsequent years, "in the public interest" for the purpose of assessing energy efficiency programs means that the State Corporation Commission determines that the program is cost-effective. The bill directs the Commission to promulgate regulations no later than September 30, 2025, establishing a single, consistent cost-effectiveness test for use in evaluating proposed energy efficiency programs. The bill requires Dominion Energy Virginia and Appalachian Power Company to track, quantify, and report to the Commission the incremental annual savings, as defined in the bill, achieved by such utility's energy efficiency programs.
- **SB 737 Electric utilities; energy efficiency programs, on-bill tariff program.** Provides that, for the purposes of the Virginia Electric Utility Regulation Act, energy efficiency programs include electrification, including measures that electrify space heating, water heating, cooling, drying, cooking, industrial processes, and other building and industrial end uses that would otherwise be served by onsite, nonelectric fuels, provided that the electrification measures reduce site energy consumption and that, to the maximum extent practical, seek to combine with federally authorized customer rebates for heat pump technology. The bill provides that electricity consumption increases that result from State Corporation Commission-approved electrification measures shall not be considered as a reduction in energy savings under the energy savings requirements and that utilities may apply verified total site energy reductions that are attributable to Commission-approved electrification measures to the energy savings requirements. The bill specifies that energy efficiency programs and energy efficiency measures do not include electrification of any process or activity primarily fueled by natural gas.

2025 Legislative Update

There were no legislative updates or revisions to § 56-585.1 that altered the energy efficiency stakeholder feedback process, the annual reporting, or the role of the independent monitor

[9] https://lis.virginia.gov/cgi-bin/legp604.exe?201+ful+HB575ER2

Appendix II: APCo Programs by Filing Year

Petition Year	Program Name	Program Description	2024 Customer Enrollment	Cumulative Customers	2024 Gross Verified Savings	Gross Verified Savings (kWh)	Current Status
2019	Residential Low-Income Single-Family Program	This program replaced APCo's existing Low Income Weatherization Program, which was in place since 2015 and expired at the end of 2020. The new 5-year program is better funded and therefore will generate savings for residential low-income customers through, among other things, the evaluation of energy improvement opportunities and the installation of weatherization upgrades, and other energy savings for dwellings.	318	1,349	979,965	4,129,923	Active - Renewed 2024
2019	Residential Low-Income Multifamily Program	This new 5-year program provides and installs energy efficiency measures in income-qualified multifamily properties. The program also educates and motivates owners to participate in additional programs offered by APCo in Virginia and will include an education component to help participating customers to effectively manage their energy usage.	529	2,205	496,822	663,315	Active - Renewed 2024
2019	ENERGYSTAR® Manufactured Housing Program	This program provides an incentive to the homeowner to offset a portion of the difference in price between a standard manufactured home and an ENERGY STAR® manufactured home.	0	145	0	7,940	Ended
2020	Residential Home Energy Report Program	This program will help customers reduce energy needs by encouraging them to alter their electricity usage habits by providing positive reinforcement. The reports will compare the participant's energy usage with similar homes, which will, ideally, motivate the customer to take action to save energy and maintain those savings.	295,764	602,715	25,337,823	83,528,390	Active
2020	Residential Efficient Products Program	This new program will generate energy savings for consumers through the promotion of high efficiency lighting and appliances. This program was previously included in Appalachian's EE portfolio and ended in December 2018. Based on discussions and recommendations in the stakeholder process, the Company seeks approval to re-launch the program. In 2023, the Company filed to include rebates via the APCo Online Marketplace, which will provide another avenue for customers to receive discounted EE products. The Company expects to receive an Order from the Commission in July 2024.	2,204	6,190	7,150,423	25,478,176	Active

Petition Year	Program Name	Program Description	2024 Customer Enrollment	Cumulative Customers	2024 Gross Verified Savings	Gross Verified Savings (kWh)	Current Status
2020	Residential Energy Efficiency Kit Program	This program will generate energy savings for customers by providing energy efficiency kits to residential customers. The kits will provide cost-effective energy saving measures for customers while promoting other programs in the Company's EE portfolio. The kits will include products with verified electric energy savings that customers can self-install. In 2023, the Company filed for modification to the EE Kits Program. The Company proposed the addition of a Smart Homes Kit, which requires a customer co-pay. The smart homes kit will include a smart thermostat and advanced power strips. The Company expects to receive an Order from the Commission in July 2024.	805	13,790	233,534	4,218,958	Active
2020	Residential Home Performance Program	This program will generate savings for the Company's residential customers through the promotion of energy efficient homes. The primary objective for the program is to produce long-term electric energy reduction in the residential sector. The program will provide customers with a comprehensive in-home energy audit to identify immediate and larger-scale measures that the customer can implement to reduce energy usage.	1,685	4,795	1,638,479	5,690,238	Active - Renewed and extended (New cycle 2027-2029)
2020	Business Energy Solutions ("BES") Program	The new BES program replaces the C&I Lighting and non-lighting programs and is designed to generate energy savings for C&I customers through the promotion of high efficiency lighting and non-lighting upgrades. The BES Program will accelerate energy efficiency by incorporating both lighting and non-lighting measures under one program.	144	448	9,483,238	38,347,845	Active
2020	Residential Bring Your Own SMART Thermostat ("BYOT") Program	The Commission initially approved for a three-year period ending December 31, 2021. The program was approved for an additional 5 years in Case No. PUR-2020-00251 beginning in the calendar year 2022. The BYOT Program allows residential customers to enroll in a qualifying Wi-Fi-enabled smart thermostat in a demand response program. During a load management event, the Company will either cycle the customer's HVAC equipment or raise the set point of the thermostat.	1,072	7,661	156,198	321,281	Active
2020	Small Business Direct Install ("SBDI") Program	This program offers on-site energy assessments at small businesses, direct install of certain energy efficiency measures, and financial incentives for other cost-effective measures to capture deeper energy savings	203	594	3,644,465	7,208,204	Active
2020	Volt Var Optimization ("VVO") Pilot Program	The Volt Var Optimization (VVO) Pilot Program reduces energy and demand use by automatically adjusting voltage levels on distribution circuits. Without requiring customer action, VVO improves equipment efficiency and can cut energy use by 2–4% annually for all APCo customers on VVO-equipped circuits.	6,598	11,099	1,111,564	3,033,882	Ended

Petition Year	Program Name	Program Description	2024 Customer Enrollment	Cumulative Customers	2024 Gross Verified Savings	Gross Verified Savings (kWh)	Current Status
2021	Custom Commercial & Industrial Pilot Program	This 3-year pilot program aims to generate energy savings for C&I customers by encouraging energy and demand reduction by large C&I customers through processes and systems that are not provided for in the Business Energy Solutions Program.	23	26	3,045,831	3,414,686	Active
2023[10]	Multifamily In-Unit Program	The Multifamily Program conducts no-cost energy assessments by certified Building Performance Institute (BPI) Contractors for eligible multifamily properties. The program will provide energy assessments and in-unit direct install measures, and additional measures will be available for installation by trade allies.					Active
2023	Residential School Kits Program	This program is delivered through a school-to-home implementation model where students receive energy efficiency-focused education in the classroom, then apply that learning at home with their families through the installation of kit products.					Active
2023	Residential Home Performance Program	This program will generate savings for the Company's residential customers through the promotion of energy efficient homes. The primary objective for the program is to produce long-term electric energy reduction in the residential sector. The program will provide customers with a comprehensive in-home energy audit to identify immediate and larger-scale measures that the customer can implement to reduce energy usage. For customers who are moderate income qualified, enhanced rebates will be included to provide even greater opportunities to participate.					Active
2023	Residential Low-Income Single-Family Program	This program will generate savings for residential low-income customers through, among other things, the evaluation of energy improvement opportunities and the installation of weatherization upgrades, and other energy savings for dwellings.					Active
2023	Residential Low-Income Multifamily Program	This program provides and installs energy efficiency measures in income-qualified multifamily properties. The program also educates and motivates owners to participate in additional programs offered by APCo in Virginia and will include an education component to help participating customers to effectively manage their energy usage.					Active - Renewed from 2019

[10] The 2023 programs were approved in 2024 and launched in 2025. Data is not yet available.

Appendix III: Stakeholder Recommendations for DEV - 2025

Program Concept/Idea Proposal	Energy Efficiency or Demand Response	Program Overview	Issue in 2025 RFP?	Comments
Behind-the-Meter Segmentation & Targeting Tool	n/a	This non-customer-facing platform is designed for back-office use in targeted marketing and program analysis. It will operate in a cloud environment and may be accessible to approved implementation partners. The tool uses AMI interval data from residential and small commercial customers to identify appliance usage patterns and customer characteristics. These insights enable Dominion Energy Virginia to segment customers by usage behavior, property type, income level, and prior program participation, helping to match customers with the most relevant energy efficiency offerings.	No	This is an IT platform tool and not a DSM program (EE or DR) . This is outside of scope of DSM and the DSM RFP.
Non-residential Strategic Energy Management	EE	This Strategic Energy Management (SEM) program uses a cohort model in which 10 to 12 customers participate in a 12-month cycle focused on peer learning, shared accountability, and energy savings. Cohorts may include mixed or sector-specific participants and are launched at staggered intervals to manage workflow. After the first year, participants join an alumni cohort to continue engagement and drive ongoing improvements. Most savings are achieved in the first year through quick, high-impact measures, with additional verified savings accruing in subsequent years as participants implement deeper energy efficiency actions.	Yes	Solicitation falls under the Non-residential Energy Service Program bid.
E-Bike Pilot Incentive	n/a	The proposed E-bike adoption concept is in support of utility carbon reduction, transportation electrification and equity goals targeting small businesses, disadvantaged communities with a targeted marketing approach	No	Proposed concept is not a DSM program (energy efficiency or demand response) and does not have any savings or demand reductions associated with it. This is outside the scope of DSM.
Small Business Demand Response Program	DR	Proposed program concept targets SB customers that have a building energy management system (BMS/EMS) in order to enable and control load for demand reduction during peak periods. Each customer enrolled would require both a BMS as well as an AMI meter. Facilities must already have a BMS/EMS system in use and must be occupied during event hours (1PM to 7PM non-holiday weekdays).	Yes	
Marketing Enhancements to the DSM Phase VIII Residential Home Retrofit Program	n/a	The proposed approach for the Residential Home Retrofit program focuses on expanding awareness and participation through targeted marketing, direct customer outreach, and increased engagement with contractors and retailers. Local trade allies would support energy assessments and measure installation, while equipment retailers and distributors may assist in promoting available rebates. The proposal also includes adding program field staff and coordinators to enhance administrative support and implementation capacity.	No	Not a DSM program (EE or DR). DEV is addressing as part of its marketing awareness initiatives and campaigns.

Program concept/Idea Proposal	Energy Efficiency or Demand Response	Program Overview	Issue in 2025 RFP?	Comments
Enhancement to DSM Phase IX Res. Virtual Audit	EE	The Residential Virtual Energy Audit program enables customers to complete a self-guided home energy assessment online in 30 minutes or less, generating a personalized report and receiving a customized energy efficiency kit by mail. Current measures include low-flow showerheads, LED lighting, weather-stripping, and basic insulation products. Proposed enhancements include allowing customers to select preferred kit items, integrating smart home offerings as optional upgrades, updating product offerings based on performance and customer feedback, improving the platform's recommendation engine with AI, and integrating the audit into Dominion's customer portal for easier access and pre-qualification.	Yes	Solicitation falls under Residential Home Energy Evaluation Program
Enhancement to DSM Phase VIII Multi-family Program	EE	The proposal includes enhancements to the existing multifamily program, such as adding new eligible measures like interior LED fixtures, air source heat pumps, and ductless mini-split systems. It also introduces a revised approach to serve condominium owners directly—bypassing the need for Homeowners Association approval—and expands the direct install measure list to include items like ENERGY STAR appliances commonly installed by tenants or property maintenance staff.	Yes	
Residential Packaged Whole Homes Program	EE	Pilot proposal heavily based on existing federal funding for VA only and third-party finance options for residential customers for EE pilot measure upgrades. Potential pilot measures would include lighting, HVAC, water heating, weatherization/envelope improvements, major appliances, and water fixtures.	Not at this time.	Although proposed as a new pilot, the measures are already offered within the existing DSM energy efficiency portfolio. Due to current uncertainty around federal funding, this concept is not considered a DSM pilot at this time but may be revisited in the future.
Non-residential Building Controls Program	EE	The proposal consolidates existing non-residential building optimization and automation programs into a single Comprehensive Building Controls Program. It includes updated design features to capture untapped operational savings through advanced control strategies, improved system integration, identification of capital measures, and ongoing performance optimization.	Yes	Soliciation falls under the Non-residential Energy Service Program category.
DSM Phase 9 No-res. Customer Engagement Program (Non-residential Strategic Energy Management)	EE	This program is a modification of a previous DSM9 program, incorporating enhancements to include a strategic energy management component. Proposed program will include onsite visits and assessment, ongoing energy management coaching (energy coaching and engineering services as the primary incentive functions) as well as small and direct customer incentive based on verified savings from measures implemented.	Yes	Soliciation falls under the Non-residential Energy Service Program category.

Program concept/Idea Proposal	Energy Efficiency or Demand Response	Program Overview	Issue in 2025 RFP?	Comments
Industrial Energy Service Program	EE	The Industrial Energy Services program would offer no-cost energy management training and ASHRAE-level assessments. It could include a comprehensive list of industrial-specific prescriptive measures and a custom/process improvement rebate pathway, delivered either as part of an existing non-residential program or as a standalone offering tailored to the industrial sector.	Yes	Solicitation falls under Non-residential Energy Service Program
Enhancement to DSM Phase IX Non-res. Agricultural Program	EE	The proposal includes enhancements to the existing Non-Residential Agricultural Program, featuring free, operation-specific energy assessments to help customers identify efficiency opportunities and encourage project investment. It also expands the measure portfolio by adding new prescriptive categories and introducing a custom measure option based on verified kWh savings. Proposed additions include aquaculture-specific improvements, thermal energy curtains, humidity controls, lighting upgrades, ventilation and circulation fans, fan/pump controls, refrigeration measures, and custom projects with measurable pre/post savings.	Not at this time.	Company is evaluating its bundling options under existing DSM non-residential program offerings instead of a stand-alone program.
Targeted outreach for Residential Income to Moderate Qualifying customers	n/a	The proposed concept uses machine learning to identify income-qualified customers and proactively engage them through personalized outbound messages. These communications, delivered on an opt-out basis to maximize reach, direct customers to an online portal where they can access a tailored list of assistance programs they are eligible for—improving both visibility and ease of access to available support.	No	DEV already has a similar initiative in place.
EV Charging Coach	n/a	The proposed concept uses EV presence detection and behavioral messaging to encourage EV owners—regardless of rate plan—to avoid charging during peak times. It relies on disaggregated insights and behavioral nudges rather than direct load control. While it targets both TOU and non-TOU customers, participation must align with existing program rules that prohibit simultaneous enrollment in certain EV DR and dynamic pricing programs.	No	DEV already has a similar initiative in place.
Behavioral Demand Response	DR	Reduce usage during peak periods without a financial incentive by leveraging AMI data analytics, behavioral science, and near-real-time multi-channel customer communications. This solution achieves an average 2-3% reduction in peak demand across the participating customer base. Behavioral Demand Response is delivered through a lightning-fast dispatch of personalized pre-event and post-event communications sent via email, interactive voice response (IVR), text message, and/or push notification once an event is triggered by the utility.	No	DEV already has a similar initiative in place with the Residential Peak Time Rebate Program.
Proactive Energy Alerts for residential customers	EE	The proposed concept uses proactive, personalized alerts to help customers better manage their energy use and avoid bill surprises. Predictive High Bill Alerts analyze AMI, weather, and usage data to notify customers—via their preferred communication channel—when they are trending toward an unusually high bill. Weekly Energy Updates provide ongoing insights using disaggregated data to help customers understand their usage patterns and identify ways to save. Together, these Proactive Energy Alerts use behavioral science and advanced analytics to educate customers, promote energy awareness, and encourage cost-saving actions.	No	DEV already has a similar initiative in place with the Residential Customer Engagement Program.

Program concept/Idea Proposal	Energy Efficiency or Demand Response	Program Overview	Issue in 2025 RFP?	Comments
Analytics tool for Small Business Customers	n/a	Business Customer Engagement uses advanced analytics and machine learning, along with behavioral science and customized messaging to drive engagement and enrollment in EE and DR programs and energy savings.	No	DEV already has a similar initiative in place with the Small Business Behavioral Program.
Mobile Battery Storage System Pilot	n/a	The proposed concept is not a DSM program or pilot. It involves a mobile battery energy storage system (BESS) designed to remain on wheels, barge, or rail, with components similar to a stationary BESS. Some site infrastructure would be required, and the upfront investment would be funded by Dominion Energy, not customers. Potential use cases include customer-facing applications like supporting EV fast charging and utility operations such as backup power, load relief, renewables integration, and T&D investment deferral.	No	This is outside the scope of DSM programs and is more geared towards grid resilience and substation engineering
Non-residential (Commercial) Load Flex Pilot	n/a	The proposed concept involves developing a software control layer with open APIs and a semantic model to support new algorithms and integration with building systems for grid-flexible measure packages. It includes a market deployment plan, stakeholder engagement, and training through community organizations. A pilot would target select commercial customers to demonstrate load flexibility using EV chargers and building controls, with integration and control costs covered by the program. Incentives may be provided through existing demand response programs, where applicable.	No	This is outside the scope of DSM and not an energy efficiency or demand response program.
Residential Load Flex Pilot	n/a	This pilot proposes market research and field testing to demonstrate residential load flexibility. It includes: (1) evaluating rate structures and potential for load shifting; (2) conducting measurement and verification of advanced controls in pilot homes to assess performance, usability, cost, and occupant satisfaction; and (3) identifying commercialization pathways for load flexibility technologies. The focus is on smart panels, heat pumps, water heaters, and related technologies to show that electrification can be achieved without electric service upgrades in homes with 100A panels.	No	This is outside the scope of DSM and not an energy efficiency or demand response program.
Virtual Commissioning for Small and Medium Sized Customers	n/a	This concept uses AMI data and analytics to identify commercial accounts with strong potential for operational energy savings. Pre-qualified accounts are prioritized based on strategic value and contacted for personalized outreach. Trained energy advisors review each site, develop tailored recommendations, and engage participants virtually to guide implementation. This approach reduces costs by targeting only high-opportunity customers and does not require enrollment, incentives, or on-site visits. Typical savings opportunities include optimized lighting and HVAC scheduling, setbacks, and load management, with participants motivated by the potential for 15% average energy savings.	Yes	Solicitation falls under the Non-residential Energy Service Program bid.

Appendix IV: DEV Programs by Filing Year

Petition Year	Program Name	Program Description	2024 Customers Enrolled	Cumulative Customers Enrolled	2024 Gross Verified Savings	Cumulative Gross Verified Savings (kWh)	Current Status
2019	Residential Electric Vehicle (EE and DR)	This program encourages efficient charging of electric vehicles and shifting of electric vehicle charging load to off-peak periods.	536	1,175	68,585	151,594	Active
2019	Residential Electric Vehicle (Peak Shaving)	This Program would provide customers who already have a qualifying electric vehicle charger with an annual incentive in exchange for allowing the Company to reduce the operating cycle of their charger by remote control during periods of high demand.	2,283	2,283	-	-	Active
2019	Residential Energy Efficiency Kits (EE)	This program provides energy efficiency kits to customers as a welcome gift or in response to requests under specific conditions.	28,405	114,706	2,842,650	13,447,085	Active
2019	Residential Home Retrofit (EE)	This program incentivizes retrofit of participating customer homes using measures that may extend beyond what would be considered a typical measure in a home energy assessment program.	20	213	70,010	511,934	Active
2019	Residential Manufactured Housing (EE)	This program offers incentives for the installation of energy efficiency measures designed specifically for manufactured and modular housing.	221	781	51,348	171,385	Active
2019	Residential New Construction (EE)	This program encourages the use of energy efficient materials and practices in new home construction through a combination of incentives and education.	2,665	9,168	7,454,110	21,884,148	Ended
2019	Residential/Non-Residential Multifamily (EE)	This program identifies and targets multi-family residences with incentives and measures specifically designed to take advantage of energy-saving opportunities in this type of residence. For the purpose of this program, the assumption is that a multi-family residence is defined as a residence with a shared envelope, wall, or floor/ceiling, with no specific limitation on the number of residences within a given structure.	1,800	4,750	1,009,297	2,047,433	Active
2019	Non-Residential Midstream Energy Efficiency Products (EE)	A companion program to the residential efficient products program that takes advantage of additional savings opportunities that can be realized through upstream and midstream incentives applied to energy efficient products but targeted at non-residential customers. The non-residential program includes incentives for purchasing high efficiency commercial kitchen appliances, freezers and refrigerators, and HVAC systems.	130	333	1,840,203	5,750,468	Active

Petition Year	Program Name	Program Description	2024 Customers Enrolled	Cumulative Customers Enrolled	2024 Gross Verified Savings	Cumulative Gross Verified Savings (kWh)	Current Status
2019	Non-Residential New Construction (EE)	This program encourages the use of energy efficient materials and practices in new construction through a combination of incentives and education.	23	31	8,268,666	37,018,393	Ended
2019	Small Business Improvement Enhanced (EE)	This program provides small businesses an energy use assessment and tune-up or re-commissioning of electric heating and cooling systems, along with financial incentives for the installation of specific energy efficiency measures.	885	2,730	5,779,490	18,490,022	Active
2019	HB 2789 (Heating and Cooling/Health and Safety) (EE)	This program provides incentives to low-income, elderly, and disabled individuals for the installation of measures that reduce heating and cooling costs and enhance health and safety of residents.	-	10,715	-	3,136,790	Expired
2019	Residential Thermostat (EE) and (DR) Programs	The EE program offers rebates to customers who either purchase a qualifying smart thermostat and/or enroll in an energy efficiency program. The DR program manages heat pumps and air-conditioning units using smart thermostats to reduce peak demand.	2,758	22,118	769,867	5,517,912	Ended
2019	Residential Smart Thermostat Rewards (DR)	The EE program offers rebates to customers who either purchase a qualifying smart thermostat and/or enroll in an energy efficiency program. The DR program manages heat pumps and air-conditioning units using smart thermostats to reduce peak demand.	41,078	41,078	-	-	Active
2019	Residential Customer Engagement Program (EE)	This program provides staffing and subject matter experts to interact with customers directly by phone, e-mail, and/or social media to provide energy efficiency advice on request. The program also includes staffing to provide experts at public events and meetings of local organizations.	-	806,387	-	114,261,387	Active
2020	Virtual Audit	The program will offer customers a self-directed home energy assessment using audit software, completed entirely by the customer, with no trade ally entering the home. Customers would be directed to a website or toll-free number where they would answer a set of questions with answers specific to the conditions and systems in their home with aids to help them answer accurately. From this information, the software would generate a report of recommended measures and actions the customer could take to improve the efficiency of their home. The report would also identify the Company's other active energy efficiency programs that fit each customer's needs.	19,684	29,877	15,540,876	23,473,609	Active

Petition Year	Program Name	Program Description	2024 Customers Enrolled	Cumulative Customers Enrolled	2024 Gross Verified Savings	Cumulative Gross Verified Savings (kWh)	Current Status
2020	Smart Home	The program will provide the Company's residential customers with a suite of smart home products that provide seamless integration in the home. The program will deliver energy efficient measures bundled in two versions of a Smart Home Kit, so that customers can benefit from a fully integrated set of compatible smart products. The Smart Home Kit will include general instructions for installing the specific energy efficient measure within their home.	241	303	92,073	122,776	Active
2020	Residential Water Savings (EE)	The program is designed to give the Company's residential customers control over their water-related energy use. The proposed Program leverages the installation of smart communication water heating and pool pump technologies to facilitate more efficient operation while reducing overall electricity usage and peak demand response. Customers have the option to purchase a qualified program product online, in-store, equipment distributor, or through qualified local trade allies.	475	905	654,767	1,266,082	Active
2020	Residential Water Savings (DR)	All customers who purchase and install a qualified product (EE component) will be offered the opportunity to enroll in the peak demand reduction (DR) component of the DR Program. Additionally, Customers who have previously purchased a qualifying product and who have the eligible products installed, will be offered the opportunity to enroll in the DR component of the Program. Customers will be offered an annual incentive (above the product purchase incentive amount) to participate in the peak reduction component year-round and an additional reduced incentive for each subsequent year they continue to participate. Customers would be allowed to opt-out of a certain number of events.	12	12	-	-	Active
2020	Income and Age Qualifying Program (EE)	The program will provide in-home energy assessments and installation of select energy-saving products at no cost to eligible participants. As with the Company's other low-income programs, the Company will partner with Weatherization Service Providers (WSPs) to perform community outreach and install program measures to eligible customers. Moreover, the proposed Program would allow for providers to charge up to 10 percent of their yearly allocation for administrative costs on single family jobs. In addition, the proposed program design has a 15% health & safety cap to bring additional benefits to customers in the form of wider opportunities for bill savings.	5	9,938	5,169	7,191,412	Ended

Petition Year	Program Name	Program Description	2024 Customers Enrolled	Cumulative Customers Enrolled	2024 Gross Verified Savings	Cumulative Gross Verified Savings (kWh)	Current Status
2020	Income and Age Qualifying Solar (HB 2789 program)	The program will provide a mechanism for customers who meet certain income, age, disability, and previous program participation requirements regarding weatherization to receive, at no cost to the customer, photovoltaic solar panels installed at their residence.	401	538	2,320,497	3,177,928	Expired
2020	Agriculture Program (EE)	The program will provide qualifying non-residential customers with incentives to implement specific energy efficiency measures to help agribusinesses replace aging, inefficient equipment, and systems with new, energy-efficient technologies. The Program is designed to help agricultural customers make their operations more energy-efficient by providing incentives for efficient agricultural equipment and lighting specifically used in agricultural applications.	6	17	584,477	6,480,943	Active
2020	Building Automation Program (EE)	The program will provide qualifying non-residential customers with incentives to install new building automation systems in facilities that do not have centralized controls or have an antiquated system that requires full replacement. The Program would be marketed and promoted to controls contractors who design, install, and maintain fully functional building automation systems. Product lines would include brands like Carrier, Schneider Electric, Johnson Controls, Siemens, and Trane.	4	4	414,292	414,292	Active
2020	Building Optimization Program (EE)	The program will provide qualifying non-residential customers incentives for the installation of energy efficiency improvement, consisting of recommissioning measures. The Program seeks to capture energy savings through control system audits and tune-up measures in facilities with Building Energy Management Systems.	68	113	12,863,802	28,520,795	Active
2020	Non-Residential Customer Engagement Program (EE)	The program engages commercial buildings in energy management best practices to increase awareness of operational and behavioral energy-saving opportunities. It trains facility management staff to optimize building performance and integrate ongoing commissioning practices. Through a customer engagement portal, building operators access educational content and technical resources as part of a series of challenges. By completing these challenges, participants implement energy-efficient practices, earn points, and compete with other facility teams..	-	-	-	-	Active
2020	Enhanced Perspective Program (EE)	The program will provide qualifying non-residential customers with incentives for the installation of refrigeration, commercial kitchen equipment, HVAC improvements and maintenance and installation of other program specific, energy efficiency measures.	15	976	742,906	23,941,511	Ended

Petition Year	Program Name	Program Description	2024 Customers Enrolled	Cumulative Customers Enrolled	2024 Gross Verified Savings	Cumulative Gross Verified Savings (kWh)	Current Status
2021	Non-Residential Energy Efficiency Data Center and Server Rooms Program	This Program would identify and target data centers and should identify and implement site-specific, retrofit, and new construction energy efficiency opportunities, largely focused on cooling efficiency and power distribution.	2	2	5,009	5,009	Active
2021	Non-Residential Energy Efficiency – Healthcare Targeted Program	This program would identify and target health care facilities and include measures that are specific to hospitals, long term care facilities, group home and small medical providers while providing energy advisors to assist in selecting / implementing energy savings measures.	10	10	114,451	114,451	Active
2021	Non-Residential Energy Efficiency – Hotel and Lodging Targeted Program	This program would identify and target hotel and other lodging facilities and include measures that are specific to hotel/motel facilities and operation such as room sensors and active energy conservation measures triggered by key cards.	55	55	2,231,527	2,231,527	Active
2021	Small Business Behavioral Program	This program would provide incentives, education, and/or information to qualifying customers with specific suggestions for reducing electrical usage based on historical usage patterns.	35,210	35,210	7,255,513	7,255,513	Active
2021	Income and Age Qualifying Program Enhancement	The program includes measures for both single- and multi-family residences, with a focus on expanding options for income and age qualifying customers. It ensures these customers have broad access to energy savings opportunities that meet their specific needs. Program offerings include health care-focused measures for facilities serving income and age qualifying individuals, expanded low-income services such as energy-efficient windows, customized home energy reports with practical efficiency advice, and pay-for-performance options.	-	4	-	1,661	Ended
2021	Income and Age Qualifying Home Energy Reports	The program offers energy-saving measures for both single- and multi-family residences, with a strong focus on serving income and age qualifying customers. It ensures these customers have access to a broad range of energy efficiency options that meet their specific needs. Program features include targeted health care measures for facilities serving vulnerable populations, expanded low-income services such as energy-efficient windows and window enhancements, customized home energy reports with practical advice for reducing energy use and lowering bills, and pay-for-performance options that reward energy savings.	25,335	25,335	-	-	Active

Petition Year	Program Name	Program Description	2024 Customers Enrolled	Cumulative Customers Enrolled	2024 Gross Verified Savings	Cumulative Gross Verified Savings (kWh)	Current Status
2021	Non-Residential Income and Age Property Owners	The program delivers energy-saving measures for both single- and multi-family residences, with a strong emphasis on income and age qualifying customers. It expands access to energy efficiency opportunities tailored to the needs of these households. Program offerings include targeted measures for health care facilities serving qualifying populations, an expanded low-income program that now includes options such as energy-efficient windows and window enhancements, customized home energy reports that offer practical tips to reduce energy use and lower utility bills, and pay-for-performance options that reward actual energy savings.	-	-	-	-	Active
2021	Voltage Optimization O&M Software	The principle of Voltage Optimization is that most types of customers load use less energy when supplied with lower input voltage. This program will focus on supporting the enablement software for the overall Voltage Optimization initiative.	31	31	-	-	Active
2021	Non-Residential Lighting and Controls Extension	Extends and expands budget for lighting upgrades and controls at qualifying non-residential facilities.	569	828	41,880,965	62,711,743	Ended
2022	Residential Income and Age Qualifying Bundle	The proposed bundled version of the Residential Income and Age Qualifying Home Improvement Program combines the Company's existing HB 2789 HVAC Program measures in addition to the Phase 9 and 10 low-income program measures while adding several new program measures and creating a bundled income qualifying program that would provide income and age qualifying residential customers with in-home energy assessments and installation of select energy-saving measures.	3,397	3,397	3,697,837	3,697,837	Active
2022	Non-residential Income and Age Qualifying Bundle	The Non-residential Income and Age Qualifying Program would offer installation of select energy-saving measures to be installed in properties that house low-income and aging residents, but the electric bill is paid by the property, rather than the individual resident.	4	4	19,485	19,485	Active
2022	Residential EE Products Marketplace	The program provides residential customers an incentive to purchase specific energy efficient appliances with a rebate through an online marketplace and through stores. The Program offers rebates for the purchase of specific energy efficient appliances.	279,953	279,953	19,213,653	19,213,653	Active
2022	Residential Customer Engagement Program (EE)	This program provides staffing and subject matter experts to interact with customers directly by phone, e-mail, and/or social media to provide energy efficiency advice on request. The program also includes staffing to provide experts at public events and meetings of local organizations.	227,725	227,725	17,932,934	17,932,934	Active

Petition Year	Program Name	Program Description	2024 Customers Enrolled	Cumulative Customers Enrolled	2024 Gross Verified Savings	Cumulative Gross Verified Savings (kWh)	Current Status
2022	Residential Peak Time Rebate	This Program would enable residential customers to reduce their energy usage consumption during peak time periods as called upon by the Company. During peak time rebate event days, proposed program design will alert customers with text messaging, emails, or outbound telemarketing voicemail, as well as by utilizing the Company's dominionenergy.com website with banner announcements informing participants an event is in progress.	20,117	20,117	-	-	Active
2022	Residential Retrofit Bundle	The proposed program re-design incorporates key program measures from the Company's Phase VII Residential Home Energy Assessment ProgramA-line LEDs are not included in the program redesign in response to recent EISA driven changes to baseline efficiency. Program design introduces a handful of select new measures including the replacement of Electric Baseboard Heating with Air Source Heat Pump, High Efficiency Room AC Upgrades, and Shower Thermostats.	779	779	1,038,331	1,038,331	Active
2022	Residential EV Telematics Pilot	The proposed program pilot would run in parallel with the current Electric Vehicle Demand Response Program. Instead of communicating with the electric vehicle charger, the proposed pilot program would allow for integration with the onboard vehicle telematics to capture charging data and control the charging rate during load curtailment events dispatched by the Company.	601	601	-	-	Active
2022	Non-residential Enhanced Prescriptive Bundle	The proposed program design would offer a more comprehensive program bundle that would incorporate the Company's expiring DSM Phase VII Non-residential Heating and Cooling Efficiency, Non-residential Manufacturing and Non-residential Window Film Programs into the overarching DSM Phase IX Non-residential Enhanced Prescriptive Program offering. The consolidation of various program measures into a more enhanced version of the Phase IX Non-residential Prescriptive Program would allow the Company to consolidate programs and offer qualifying non-residential customers the ease of implementing a wide variety of energy efficiency measures.	535	535	6,511,670	6,511,670	Active
2022	Non-residential Custom Program	This Program would provide qualifying non-residential customers, with a focus on larger facilities with demand greater than 300 kW, with the technical support and incentives needed to pursue non-standard, more complex energy efficiency projects. Through this proposed program, the Company can help qualifying customers develop tailored projects that best meet their unique facility and organizational goals while achieving savings from a diverse mix of measures.	7	7	230,626	230,626	Active

Petition Year	Program Name	Program Description	2024 Customers Enrolled	Cumulative Customers Enrolled	2024 Gross Verified Savings	Cumulative Gross Verified Savings (kWh)	Current Status
2023[11]	DSM Phase VIII Non-residential Midstream EE Products Program Enhancements	Program consists of enrolling equipment distributors into the Program through an agreement to provide point-of-sales data in an agreed upon format each month. This Program aims to increase the availability and uptake of efficient equipment for the Company's non-residential customers.					Active
2023	DSM Phase XII Non-residential New Construction Program	Program provides qualifying facility owners with incentives to install energy efficient measures in their new construction project. Program engineers will determine what potential energy efficiency upgrades are of interest to the owner and feasible within their budget. These measures coupled with basic facility design data will be analyzed to determine the optimized building design.					Active
2023	Phase XII Residential New Construction Program	Program offering will provide incentives to home builders for the construction of new homes that are ENERGY STAR certified by directly recruiting existing networks of homebuilders and Home Energy Rating System (HERS) Raters to build and inspect ENERGY STAR Certified new homes. The re-designed Residential New Construction Program will expand its existing single path offering to encourage added builder participation through a flexible entry-level approach that appropriately incentivizes builders to invest in and promote deeper energy savings. Additionally, the DSM Phase XII proposed re-design supports builders in constructing best in class above-code homes by offering a second tier to building eligibility. These two tiers consist of ENERGY STAR Version 3.1 and ENERGY STAR NextGen Tier.					Active
2023	Phase XII Residential Smart Thermostat Purchase (EE)	Program provides an incentive to residential customers to purchase a qualifying smart thermostat through the Company's online marketplace platform and brick and mortar participating retailers. The Program is open to several thermostat manufacturers, makes, and models that meet or exceed the Energy Star requirements and have communicating technology.					Active
2024[12]	Phase XIII Non-residential Data Center Program (EE)	Program would provide qualifying non-residential customers with incentives to install energy efficiency measures related to equipment in and operation of data centers					Pending Approval

[11]Programs proposed in 2023 were approved in 2024 and launched in 2025. Data not yet available.
[12]Programs proposed in 2024 are pending approval by the SCC. Data not yet available.

Petition Year	Program Name	Program Description	2024 Customers Enrolled	Cumulative Customers Enrolled	2024 Gross Verified Savings	Cumulative Gross Verified Savings (kWh)	Current Status
2024	Phase XIII Residential Smart Thermostat (DR)	Program is a peak demand response program through which demand response is called by the Company during times of peak system demand throughout the year and thermostats of participating customers would be adjusted to achieve a specified amount of load reduction while maintaining reasonable customer comfort through a gradual increase in home temperature and allowing customers to opt-out of specific events if they choose to do so. Customers receive one-time enrollment incentive and an annual incentive for participating in the program.					Pending Approval
2024	Phase XIII Small Business Improvement (EE)	Program design offers a comprehensive and flexible approach that includes an energy use assessment to identify and prioritize energy-saving opportunities for qualifying small business customers along with financial incentives for the installation of specific energy efficiency measures.					Pending Approval
2024	Phase XIII Non-residential Enhanced Prescriptive Program (EE)	Program to provide qualifying non-residential customers with incentives for the installation of refrigeration, commercial kitchen equipment, HVAC improvements, window film installation and maintenance and installation of other program specific, energy efficiency measures.					Pending Approval
2024	Phase XIII Non-residential Curtailment Demand Response (Demand Response)	Program design targets medium sized and large commercial and industrial (C&I) customers to curtail their energy usage using manual load curtailment during times of peak system demand.					Pending Approval
2024	Phase XIII Non-residential Distributed Generation Program (Demand Response)	Program provides qualifying customers with an incentive to curtail load by operating backup generation upon request.					Pending Approval
2024	Phase XIII Residential Battery Storage Pilot (Demand Response)	Pilot would provide an incentive for residential customers to discharge their home battery storage system when called upon during peak electrical demand. Incentives will be provided to eligible customers for the enrollment and dispatch of these batteries during peak electric demand.					Pending Approval
2024	Phase XI Residential Income and Age Qualifying Home Improvement Program Bundle Enhancement (EE)	Enhancement to Phase XI Res. IAQ bundle to include attic hatch insulation and pull-down attic access insulation.					Pending Approval