



EnergyShare[®]

2023-2024 ANNUAL REPORT



EnergyShare Continues to Impact Lives in the Community

Virginians throughout Dominion Energy's service area depend on us for the reliable, affordable, and increasingly clean energy that powers their every day. Sometimes, the unexpected happens. Whether that comes in the form of an economic recession, a medical emergency, or a sudden loss of income, Dominion Energy is here to provide a helping hand through our energy assistance program, EnergyShare.

For more than 42 years, EnergyShare has helped individuals and families all over Virginia with their energy needs, including recently added no-cost home weatherization services.

926,000

Individuals and families helped since program began in 1982

23,400

Homes weatherized since 2015 expansion

153,000

Helped with bill payment assistance since 2015 expansion

1,975

Outreach events held across Virginia since 2015 expansion



A History of Commitment

EnergyShare began as a heating assistance program for the most vulnerable, especially our older citizens. Since then, the program has evolved into a comprehensive, year-round program that offers eligible Virginians relief through financial support for their energy bills and sustainable, no-cost energy efficiency upgrades to their

homes. Since 2015, when the program expanded to include the services it offers today, more than **176,000 households have received relief through the program**, and that number continues to grow. Check out how the program has expanded over the years to address the needs of our community!

Alongside our partners, we strive to make a positive impact in the lives of families across the Commonwealth.

1982

EnergyShare originates as a heating assistance program in Virginia's eastern region.

2008

Expanded to a year-round program to include cooling assistance during the summer.

2015

Legislation enacted allowing further expansion, including:

- \$57 million commitment through 2019.
- Introduction of weatherization program, offering free home energy efficiency upgrades.
- Dedication of resources to military veterans and persons with disabilities.
- Increased customer outreach and education.

2018

Further expansion through the Grid Transformation and Security Act (GTSA):

- \$130 million, 10-year commitment.
- Additional resources allocated for military veterans and persons with disabilities, and a home weatherization program.

EnergyShare's ongoing dedication ensures that Virginians facing energy challenges receive the support they need.

Providing a Helping Hand in Times of Need

BILL PAYMENT ASSISTANCE

EnergyShare has been helping families experiencing financial hardship with heating and, later, cooling costs since the program began in 1982. Bill payment assistance provides immediate relief to customers facing a disconnection. Heating and cooling sources covered by the program include wood, oil, natural gas, propane, kerosene, and electric services.

Strong partnerships with local non-profits and health and human service agencies enable EnergyShare to connect customers in need to the program's resources, ensuring their homes are adequately heated and cooled. During EnergyShare's 2023-2024 program year, our dedicated partners connected more than **12,600 customers to bill payment assistance — including 1,300 military veterans and 1,100 individuals living with disabilities**, through our partnerships with the Department of Veteran Services and the Department of Aging and Rehabilitation Services.

Alongside our partners, we strive to make a positive impact in the lives of our valued customers.



Case Study

MS. BARBARA (RICHMOND, VA)

Ms. Barbara is a native New Yorker and part-time yoga instructor. She got into yoga to help relieve the stress of her demanding job on Wall Street. When she retired more than 20 years ago, she and her husband moved to Richmond to be closer to family. Unfortunately, her husband fell ill and passed away, but she decided to stay in Richmond. She bought an investment home for her retirement and used her love of yoga to teach chair yoga to residents at a local assisted living facility, helping them stay active. She also led others on yoga retreats.

When the COVID-19 pandemic shut down her yoga studio, she found herself in a financial crunch. To add insult to injury, the renters in her investment property stopped paying rent and refused to move out. For seven months, she found herself struggling to pay two mortgages, and her utility bills fell behind. Through our partner agency, Capital Area Partnership Uplifting People, Inc. (CAPUP), she learned about EnergyShare, and was able to obtain assistance with her electric bill. CAPUP also referred her to our weatherization partner, project:HOMES, which installed energy efficiency upgrades in her home. Upgrades included insulating the ceilings and basement, swapping out old lighting with LED lights, and more.

Before the upgrades, Ms. Barbara had to set her thermostat extremely high. She estimates that the insulation alone reduced her utility bill by more than 25%, and says her home is now much more comfortable.



PHOTO: Mike Kropf, Times-Dispatch

Making Homes More Comfortable and Efficient

WEATHERIZATION

Since 2015, EnergyShare weatherization has provided eligible individuals and families with no-cost energy efficiency upgrades that address the sources of higher energy use in their homes. Customers who have received bill payment assistance from Dominion Energy are automatically eligible for home energy audits to identify issues that could be contributing to higher bills.

During the 2023-2024 program year, our network of weatherization service providers worked diligently to enhance **1,200 homes**, making them more energy-efficient. The result? Families enjoyed cost savings on their monthly bills and experienced safer and more comfortable home environments.

Here are just some of the energy efficiency measures included in weatherization upgrades:

- ENERGY STAR-qualified LED light bulbs that reduce electricity consumption.
- Efficient shower heads/faucet aerators that optimize water flow, saving water and energy.
- Heat pump and A/C tune-ups that ensure optimal performance.

- Water heater/pipe wrap insulation that minimizes heat loss.
- Attic/floor insulation that reduces heating and cooling loss.
- Air/duct sealing that prevents energy waste.
- Furnace fan motor upgrades that reduce energy usage.
- Refrigerator replacement to ENERGY STAR-level units that consume less electricity.

By implementing these measures, we aim to create more sustainable and comfortable living spaces for our valued customers.

Case Study

MS. CLAUDIA (NORFOLK, VA)

Ms. Claudia is a military veteran who fell behind on her energy bill due to a malfunctioning HVAC system. The system had been repaired a few times, but a vital component needed replacement and she had been advised that, because of the cost of the component and the system's age, it was best that she replace the whole system. Unfortunately, that was cost-prohibitive, and she had been forced to resort to space heaters to get through the cold winter. The Department of Veterans Services referred her to EnergyShare, where she was able to get help.

EnergyShare helped with her energy bill and, because she was eligible for weatherization, connected her with Atlantic Spray Systems, a trusted EnergyShare weatherization service provider. The company replaced her HVAC system and installed other energy-efficiency upgrades that had an immediate impact on her home's energy use. Within days, Ms. Claudia noticed a significant improvement in her comfort level. Without EnergyShare, she does not know what she would have done to solve these problems.



PHOTO: Malesia Taylor, Dominion Energy

Program Spotlight

INCOME AND AGE QUALIFYING SOLAR PROGRAM

In addition to weatherization, EnergyShare programs offer other options for qualifying customers. The Income and Age Qualifying Solar program helps those who have received weatherization services save even more by incorporating solar power in their homes.

MS. EMMA (DINWIDDIE, VA)

Ms. Emma is a retiree and grandmother who read about the EnergyShare weatherization program through a mailer included in her energy bill in 2023. She was skeptical of the no-cost program, but decided to call Dominion Energy, which connected her to her local weatherization provider, project:HOMES. After an initial weatherization assessment, Ms. Emma was thrilled to receive attic insulation, LED light bulbs, pipe insulation, and a water heater tank wrap along with multiple health and safety measures. Project:HOMES followed up with her to see if she had interest in Dominion Energy's solar program. She had looked into getting solar panels before but could not afford them. When she learned the solar installation was also free to her, she said yes. Her panels were installed and turned on in October 2023.

The day of installation she said, "I'm so excited about my bill being lowered, and even though I was skeptical at first, I'm thrilled to get this all at no cost." The first two bills she received after the installation were 50% lower than the previous year. In the first six months after the solar panels were installed, she saved more than \$300!



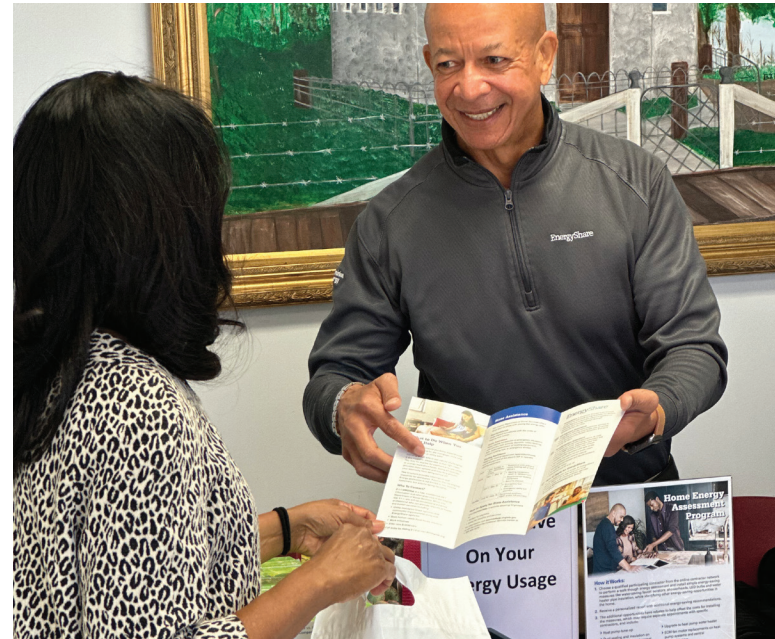
PHOTO: Kasey James, Resource Innovations (Dominion Energy vendor)

Making Sure Those in Need Know Where to Go

OUTREACH AND EDUCATION

To ensure that EnergyShare helps as many people as possible, the program conducts extensive education and awareness campaigns, often tailored to meet the needs of different communities. This year, the outreach team held more than **400 outreach and education events**, reaching about **110,000 individuals and families**. Events included large public festivals and conferences, private community-partner and advocate-education seminars, neighborhood block parties, and faith-based gatherings. Dominion Energy employees live and work in the communities they serve, and many of the outreach events attended are the result of the strong relationships they have in the community.

Since its inception more than four decades ago, EnergyShare has been committed to assessing needs, forming new partnerships, and ensuring that those who can benefit most are informed about and have access to the program's resources. We are excited to carry that commitment forward in the decades to come.



Thank You to Our Partners

The success of EnergyShare is a collective effort, and we deeply appreciate the collaboration and dedication of the more than **100 health and human service agencies, non-profit organizations, certified contractors, and supportive advocates** who partner with us. Together, we continue to make a positive difference by providing our communities' most vulnerable members with the help they need when they need it most.

Weatherization Partner Agencies

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

General EnergyShare Bill Assistance Partner Agencies

ACTS, Inc.
Alexandria Department of Community
and Human Services
Alexandria Salvation Army
Amelia County Department of Social
Services
Arlington Department of Human Services
Brunswick Department of Social Services

Capital Area Partnership Uplifting People
(CAPUP)
Caroline Department of Social Services
Charles City Department of Social
Services
Charlottesville Salvation Army
Chesterfield Department of Social
Services
Cornerstones
Covington Salvation Army
Culpeper Department of Social Services
Dinwiddie Department of Social Services
Essex Department of Social Services
Fairfax Salvation Army
Fauquier Department of Social Services
Fredericksburg Department of Social
Services
Fredericksburg Salvation Army
Fluvanna Rural Outreach
Gloucester Salvation Army
Goochland Department of Social

Services
Greenville/Emporia Department of
Social Services
Hanover Department of Social Services
Harrisonburg Salvation Army
Hopewell Salvation Army
Improvement Association
King George Department of Social
Services
King & Queen Department of Social
Services
King William Department of Social
Services
Lancaster Department of Social Services
Leesburg Salvation Army
Lorton Community Action
Mathews Department of Social Services
Middlesex Department of Social Services
Monticello Area Community Action
Agency
New Kent Department of Social Services

Norfolk Salvation Army
Northern Virginia Family Service
Northumberland Department of Social Services
Orange Department of Social Services
Peninsula Salvation Army
Petersburg Salvation Army
Pittsylvania Department of Social Services
Portsmouth Salvation Army
Powhatan Department of Social Services
Prince Edward Department of Social Services
Prince George Department of Social Services
Richmond County Department of Social Services
Richmond Salvation Army
Rockbridge Area Relief Association
Senior Connections
SERVE, Inc.
Stafford Emergency Relief through Volunteer Efforts
Shenandoah Department of Social Services
Spotsylvania Department of Social Services

Stafford Department of Social Services
Staunton Salvation Army
Suffolk Salvation Army
Sussex Department of Social Services
Tri-County Community Action
United Community Ministries
United Way of Central Virginia
United Way of Greater Richmond & Petersburg
Waynesboro Salvation Army
Westmoreland Department of Social Services
Williamsburg Salvation Army

Veteran Services Agencies

Friendship Place
Hampton Roads Community Action Program
Virginia Beach Community Development Corporation
Virginia Department of Veterans Affairs
Virginia Supportive Housing
Volunteers of America Chesapeake

Centers for Independent Living

Access Independence, Inc.
Blue Ridge Independent Living Center

Department for Aging and Rehabilitative Services
disAbility Resource Center
Disability Rights & Resource Center
Independence Center, Inc.
ENDependence Center of Northern Virginia
Independence Empowerment Center
Independence Resource Center
Lynchburg Center for Independent Living
Peninsula Center for Independent Living/Insight Enterprises, Inc.
Resources for Independent Living, Inc.
Valley Associates for Independent Living

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This report covers EnergyShare program activity occurring June 1, 2023 – May 31, 2024.

www.dominionenergy.com/energyshare

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