

# A new year message from our president, **Edward Baine.**

January 2025



## Dear Customer,

A new year is upon us and our commitment to you has never been stronger. We remain focused on our mission to provide reliable, affordable, increasingly clean energy that powers your every day.

Our success is defined by our ability to be there for you – our valued customer – when you need us.

We know that families, businesses, schools, hospitals and so many others count on us to deliver on our mission.

In 2024, our dedicated teams worked tirelessly to provide the service you expect and deserve.



Stay Connected.   

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

### Provide Reliable Power

- Providing reliable energy is always at the forefront of our work. We're proud to be better than the national average when it comes to service reliability, but we know that we can always do better.
- When temperatures soared outside and our customers needed us most, our power stations and the electric grid performed well. We hit six new records for peak demand in July.
- We continue to make historic investments to the grid to accommodate the significant growth in electric demand and integrating new renewable sources of power. In addition to making critical upgrades to overhead lines and equipment that serve the local energy grid, over 400 miles of additional outage-prone distribution lines were buried underground in neighborhoods to help crews restore power more quickly after storms. We remain committed to these critical investments because they make our grid more reliable and more resilient.

### Maintain Affordable Rates

- Affordability is important to all our customers. That's why we have tools and programs to help you manage your energy bills throughout the year:
  - » Budget Billing – a free budgeting tool to help avoid seasonal swings in your monthly bill.
  - » Energy Efficiency Programs – available to help lower energy bills at both homes and businesses and protect the environment.

- We also help eligible customers with their energy costs and home winterization upgrades with EnergyShare® – our year-round assistance program. In 2024, 13,800 individuals and families used these benefits. Call 211 or visit 211virginia.org for a referral.

### Improve the Customer Experience

- Based on direct customer feedback, a newly designed electric bill was created to provide a better experience. The new layout makes it easier for you to find information, includes a QR code for quick and easy payment, and energy usage graphs to help you better understand your energy use.
- We successfully completed a 5-year deployment of smart meters across our service areas. These meters provide customers more detailed information about their energy consumption, real-time updates during power outages and enhance service reliability.

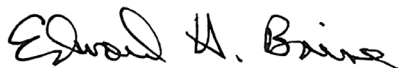
### Give Customers a Voice

- In 2024, we launched the Voice of the Customer community – an online group of customers who are surveyed to provide honest, timely and relevant feedback on what they need and want. As this community of customers grows, our teams will be learning and applying this feedback to many of our customer programs.

The new year is a great time to bring renewed energy and hope as nearly 12,000 employees in Virginia are hard at work looking for ways in which we can better serve you.

I hope you have a wonderful 2025 and thank you for trusting Dominion Energy to provide the reliable, affordable, and increasingly clean energy that powers your every day.

Sincerely,



**Edward H. Baine**  
President, Dominion Energy Virginia

