



EnergyShare[®]

Supporting Customers Through Every Season

EnergyShare is Dominion Energy's year-round energy assistance program designed to support individuals and families facing financial hardship.



Annual Report 2025–2026

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A Message on Affordability

This past winter brought some of the most sustained and extreme cold temperatures in recent years across the Commonwealth. For many households, that meant heating systems running longer, higher energy usage, and ultimately, higher energy bills. Similarly, the summer’s hottest days can create challenges as families rely on air conditioning to stay safe and comfortable during periods of extreme heat.

For families already balancing essential expenses like housing, food, and health care, the added strain of increased energy costs created real challenges. Many customers found themselves making difficult decisions, stretching already tight budgets, and seeking help for the first time.

Moments like this underscore why programs like EnergyShare are so critical.

EnergyShare exists to meet customers where they are, providing immediate, practical support in times of need while connecting them to sustainable, longer-term solutions. Whether helping a household keep the lights on during a crisis, improving home efficiency to manage energy costs, or connecting individuals to resources, EnergyShare plays a vital role in making energy bills more manageable and ultimately, more affordable.

Even during one of the most challenging winters in recent history, EnergyShare remained a reliable source of assistance, delivering help with compassion, dignity, and impact.



About EnergyShare

EnergyShare is Dominion Energy’s year-round energy assistance program designed to support individuals and families facing financial hardship. When the unexpected happens, whether it’s an unforeseen car repair, medical emergency, or a sudden loss of income, EnergyShare is there to provide a helping hand when it’s needed most.








The program provides three core types of support:

- **Bill Payment Assistance** — Helping customers maintain essential heating and cooling service during times of financial crisis
- **No-Cost Energy Efficiency Upgrades** — Improving home efficiency to reduce long-term energy usage through weatherization
- **Outreach & Education** — Connecting communities to resources and information

EnergyShare is unique in its flexibility and responsiveness, allowing support to reach customers when and where it is needed most. For more than 44 years, EnergyShare has helped more than 961,000 individuals and families all over Virginia with their energy needs. Since 2015, when the program expanded to the comprehensive program that it is today, more than 211,000 households have received relief through the program. That need is continuing to grow as families are facing new economic pressures.

Community Impact

2015–2025 Program Years

 HOUSEHOLDS SERVED	 HOMES WEATHERIZED
211,000	25,300
 GENERAL BILL ASSISTANCE	 OUTREACH EVENTS
186,000	2,800
 MILITARY VETERANS HELPED	 PEOPLE REACHED
13,600	2.1 million
 INDIVIDUALS WITH DISABILITIES ASSISTED	
13,500	

Meeting Immediate Needs

Bill Payment Assistance

When energy bills become unmanageable, immediate assistance can make the difference between maintaining service and facing disruption. EnergyShare’s bill payment assistance provides critical, crisis-based support to eligible households, helping prevent service disconnections, restore service when it has been interrupted, stabilize households during financial hardship. The program covers all heating and cooling sources, including wood, oil, natural gas, propane, kerosene, and electric services.

Many assistance programs rely on strict income thresholds, whereas EnergyShare focuses on immediate need, allowing it to serve a broader range of customers experiencing temporary financial hardship.

During this past winter season, demand for assistance increased significantly due to prolonged cold temperatures. EnergyShare responded by ensuring funds were available to support customers in their time of need.

During EnergyShare’s 2025-2026 program year, our dedicated partners connected more than **14,600 customers to bill payment assistance** — including more than **1,300 military veterans and 1,200 individuals living with disabilities**, through our partnerships with the Department of Veteran Services and the Department of Aging and Rehabilitation Services. This component of the program remains the foundation of EnergyShare — addressing urgent situations with speed and compassion.

Managing Long-Term Costs

No-Cost Energy Efficiency Upgrades (Weatherization)

While bill payment assistance addresses immediate challenges, long-term affordability requires reducing energy usage over time.

Through EnergyShare, eligible customers can receive a home energy assessment that identifies opportunities to improve efficiency. Based on those observations, customers may receive no-cost energy efficiency upgrades through the installation of weatherization measures such as:

- LED Lighting
- Low-Flow Shower Heads
- Faucet Aerators
- Attic/Floor Insulation
- Hot Water Pipe Wrap Insulation
- Hot Water Heater Tank Wrap
- Heat Pump Tune-Up
- A/C Tune-Up
- Air and Duct Sealing
- ENERGY STAR® Refrigerator Replacement

During the 2025-2026 program year, our network of weatherization service providers worked diligently to enhance more than **714 homes**, including **189 single-family homes** and **525 multi-family homes**. These upgrades help lower monthly energy bills, improve comfort and safety in the home, and reduce strain on household budgets. For many customers, these improvements create lasting impacts, helping prevent future energy crises.

Customers qualify for a free energy audit if they have already been approved for EnergyShare bill assistance or meet established income eligibility guidelines. These guidelines ensure the program prioritizes and delivers the greatest benefit to those most in need.

Project Highlight: Partnership to Maximize Impact

At 82 years old, Ms. Willie Mae Gray has called the house in Alexandria she shares with her husband and son “home” since 1997. Like many older homeowners living on a fixed income, she found maintaining the home had become increasingly difficult over time, and several repairs were needed.



She heard from a friend that Rebuilding Together DC & Alexandria (RTDCA) had a program that might be able to help Ms. Gray address some of her critical home repair needs. To increase the support they were able to offer, RTDCA, a long-time partner with EnergyShare, identified her household as an ideal candidate for EnergyShare weatherization. By combining resources, RTDCA and EnergyShare maximized the impact of assistance, addressing both immediate home repair needs and supporting long-term energy affordability.

Through one of EnergyShare’s weatherization service providers, Community Housing Partners (CHP), Ms. Gray’s home is receiving energy efficiency upgrades including air sealing, duct sealing, insulation, efficient lighting upgrades, a new HVAC system, and other energy-saving measures identified through a professional home energy assessment. These improvements will help reduce energy waste, lower utility costs, and create a more comfortable living environment for years to come.

The project also provided an opportunity for



Dominion Energy employees to give back directly to the community. Employee volunteers helped beautify the property by trimming overgrown bushes, refreshing landscaping, revitalizing flower beds, and planting flowers in some of Ms. Gray's favorite colors. Their efforts helped create a welcoming outdoor space that reflects the care and pride Ms. Gray has invested in her home over the years.

At the time of this publication, work on the home is still in progress. Additional supporting repairs were identified that must be completed before certain weatherization measures can be safely installed. The project is expected to be completed during the summer of 2026.

Ms. Gray's story demonstrates the power of partnership. By bringing together the expertise of Rebuilding Together Alexandria, EnergyShare, community partners, and Dominion Energy volunteers, this project is helping ensure that Ms. Gray and her family can continue living in a safer, more comfortable, and more energy-efficient home for years to come.



Outreach & Education: Connecting Communities to Help

Access to available assistance resources starts with awareness.

EnergyShare's outreach and education efforts are designed to ensure that customers know help is available and understand how to access it. Through partnerships with community organizations, local agencies, and internal Dominion Energy teams, EnergyShare connects directly with individuals and families across the region.

Key outreach efforts include:

- Community events and resource fairs
- Partnerships with local service organizations
- Educational materials and campaign
- Direct engagement with customers in need

This year, Dominion Energy representatives attended **245 events** attended by **172,300 people**.

These efforts are especially important during periods of extreme weather, when energy costs rise and awareness of available resources can make a meaningful difference.





Outreach Highlight: Supporting Older Adults Through Community Partnership

During the 2025 holiday season, EnergyShare partnered with the Span Center to support older adults throughout the Greater Richmond region. The Span Center helps older adults maintain independence, wellness, and community connection through a variety of community-based programs. Together, employees and volunteers collected non-perishable food items and assembled holiday care totes for seniors served through Span Center programs.

Each tote included food donations, EnergyShare assistance information, and resources designed to help older adults access available energy assistance programs. Through this effort, volunteers helped ensure that community members received essential supplies during the holiday season while also connecting them to programs that support safe, reliable, and affordable energy service year-round.

The initiative also provided Dominion Energy employees with a meaningful opportunity to give back through hands-on volunteer service. Employees across multiple Richmond-area locations came together to collect donations, assemble totes, and support the delivery of resources to seniors in the community.

This partnership reflects EnergyShare’s commitment to meeting customers where they are and working alongside trusted community organizations to address both immediate needs and long-term energy affordability. By combining outreach, education, and volunteerism, EnergyShare continues to strengthen connections that help individuals and families thrive.

Financial Overview: Stewarding Resources for Maximum Impact

EnergyShare operates with a strong commitment to financial stewardship, ensuring that funds are allocated strategically to meet both immediate and long-term needs.

The program is supported primarily through shareholder contributions; however, employee and customer donations help extend the program’s impact in the community.

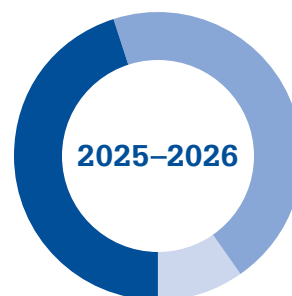
Each year, funding is thoughtfully distributed across the program’s three core components of bill payment assistance, weatherization, and outreach and education. During the 2025–2026 program year, increased demand — driven by extreme winter conditions — required careful management of resources to ensure that assistance remained available throughout the season.

A significant share of funding continues to support bill payment assistance, addressing customers’ most immediate needs, while investments in weatherization and outreach reduce future demand and strengthen long-term impact.

EnergyShare’s financial model is designed for flexibility, allowing the program to adapt to changing conditions while maintaining accountability and transparency.

Program Financials

(In millions)



Bill Payment Assistance	\$6.13 M
Weatherization	\$6.15 M
Outreach & Education	\$0.85 M
Total Contribution	\$13.13 M

Project Highlight: Restoring Stability and Comfort in Henrico County

When challenges began to mount for the Lewis family, a network of community partners came together to help restore stability, comfort, and peace of mind.

Ms. Rachel Lewis, 71, and her son Carlos have called their house in Henrico home since 2008. Unfortunately, Ms. Lewis experienced significant health challenges, leaving her bed-ridden and unable to care for herself. Carlos stepped into the role of full-time caregiver, leaving behind a long and respected career coaching football for the youth in the Henrico and Varina communities. As his caregiving responsibilities increased, maintaining the family home became increasingly difficult. Over time, the home deteriorated resulting in unsafe and inefficient living conditions the family was unable to address on their own. After his HVAC unit began to fail, Carlos would use space heaters in his mother's room to make sure she was comfortable during the cold winter months, while he bundled himself in blankets in the living room.



Recognizing the severity of the situation, Henrico County reached out to Dominion Energy to see if there was anything that could be done to help. The project quickly became a multi-partner collaboration to restore the home and improve the family's quality of life. Through EnergyShare, the home received comprehensive no-cost energy efficiency upgrades and critical repairs, including a new HVAC system,

insulation, air sealing, ductwork improvements, lighting upgrades, and crawlspace restoration. Additionally, through a partnership with a local construction firm, D & H Construction, exterior repairs such as siding, windows, and structural improvements were also completed to address long-standing damage.

This effort was made possible through partnerships with Atlantic Spray Systems, D&H Construction, the VSU School of Agriculture, and support from local and state leadership. Staff from the Office of the Secretary of Health & Human Resources and Dominion Energy employee volunteers also contributed by sanding and painting the handrails of the front stoop, staining the new deck, and installing a rock bed to help with drainage around the home, enhancing both safety and the overall appearance of the property.

In addition to these home improvements, the household is enrolled in the Percentage of Income Payment Program (PIPP), which helps make monthly energy bills more affordable and manageable based on income. This combination of immediate bill support, long-term energy-saving upgrades, and ongoing affordability assistance reflects Dominion Energy's partnerships and EnergyShare's comprehensive approach to helping customers stabilize their energy needs.

Today, the Lewis family's home is safer, more efficient, and better equipped to support Ms. Lewis's care, ensuring comfort, dignity, and stability for years to come.



Legislative Update: Strengthening EnergyShare for the Future

In 2026, the approvals of House Bill 1393 and Senate Bill 253 marked a significant milestone in the evolution of EnergyShare — expanding the program’s authorization and increasing total funding to \$204 million through 2038.

This legislative action reflects a growing recognition of the importance of energy affordability and the critical role EnergyShare plays in supporting households during times of need.

With this expansion, EnergyShare is positioned to:

- Serve more customers facing financial hardship
- Increase bill payment assistance during periods of high demand
- Expand access to no-cost energy efficiency upgrades
- Strengthen outreach and community partnerships across the Commonwealth

The extended timeline provides long-term stability for the program, allowing for more strategic planning, deeper community engagement, and sustained investment in both immediate and preventative solutions. Importantly, the increased funding acknowledges the realities many households face with rising fuel costs, extreme weather events, and ongoing economic pressures. By scaling the program, EnergyShare can continue to respond effectively while also working to reduce future energy burdens through efficiency improvements.

As EnergyShare enters this next chapter, the program is well-positioned to build on its legacy of impact while expanding its reach to support even more individuals and families across Virginia.

Looking Ahead

As energy needs evolve and the landscape shifts with extreme weather, and increasing costs for materials and essential services, EnergyShare remains committed to adapting and growing to meet the needs of the communities it serves.

Future priorities include expanding access to assistance, strengthening community partnerships, enhancing outreach and awareness efforts, and continuing to balance immediate support with long-term solutions.

EnergyShare will continue to stand alongside customers, providing support, stability, and solutions when they are needed most.



Thank You to Our Partners!

EnergyShare’s impact is made possible through the dedication and collaboration of our many partners across the Commonwealth.

To our bill payment assistance agencies, weatherization service providers and contractors, community organizations, advocates, donors, Dominion Energy employees, and customers —thank you for helping us extend support to individuals and families when they need it most.

Together, we are providing more than assistance. We are helping households maintain essential energy service, improve the comfort and efficiency of their homes, and navigate challenging times with dignity and hope.

As the need for energy assistance continues to grow, your partnership remains essential to the continued success and future of EnergyShare.

Special Thanks



For more than four decades, United Way of Greater Richmond & Petersburg has served as EnergyShare’s trusted fiscal managing partner, helping ensure assistance reaches customers and communities efficiently and effectively.

Its longstanding partnership, leadership, and commitment to serving others have played an important role in the continued success and growth of the EnergyShare program.

We are grateful for the collaboration and shared dedication to supporting individuals and families facing energy challenges across the communities we serve.

Message from Our Fiscal Manager

For more than four decades, EnergyShare and United Way of Greater Richmond & Petersburg have stood together on a simple but powerful belief: financial stability is foundational to opportunity. When families can keep the lights on and the heat running, they gain more than immediate relief—they gain the dignity, stability, and breathing room needed to move forward.

Through EnergyShare, our partnership meets people at moments of vulnerability while staying rooted in long term economic mobility. Utility assistance becomes a bridge, not a stopgap, connecting households to trusted systems, stronger financial footing, and pathways toward independence. That alignment matters more than ever as far too many families work hard yet remain one crisis away from falling behind.

EnergyShare exemplifies what it means to invest with purpose. Together, we pair compassion with accountability and relief with results. I am deeply grateful for a partnership that continues to evolve, respond, and lead, ensuring that stability today fuels opportunity tomorrow.

Barbara Sipe

President & CEO, United Way Greater Richmond and Petersburg

EnergyShare Partners

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-Colonial Heights Department of Social Services
Cornerstones
Covington Salvation Army
Culpeper Department of Social Services
Dinwiddie Department of Social Services
Essex Department of Social Services
Fairfax Salvation Army
Fauquier Department of Social Services
Fredericksburg Department of Social Services
Fredericksburg Salvation Army
Fluvanna Rural Outreach
Gloucester Salvation Army
Goochland Department of Social Services
Greensville/Emporia Department of Social Services
Hanover Department of Social Services
Harrisonburg Salvation Army
Hopewell Salvation Army
Improvement Association
King George Department of Social Services
King & Queen Department of Social Services
King William Department of Social Services
Lancaster Department of Social Services
Leesburg Salvation Army
Lorton Community Action
Mathews Department of Social Services
Middlesex Department of Social Services
Monticello Area Community Action Program
New Kent Department of Social Services
Norfolk Salvation Army
Northern Virginia Family Service
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
SupportWorks Housing
Virginia Beach Community Development Corporation
Virginia Department of Veterans Affairs
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
Endeppence Center, Inc.
ENDeppence 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

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

EnergyShare Advisory Council

Jill C. Coleman

Vice President for Programs

The Cameron Foundation

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Housing and Criminal Justice Coordinator

Virginia Department of Veteran Services

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Director Independent Living

Virginia Department for Aging and Rehabilitative

Services

Margaret Telsch-Williams

Director of Information and Referral Services

Council of Community Services, 2-1-1 Virginia



EnergyShare[®]

2025–2026 Annual Report

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Credits

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