

“Thank you for allowing us to serve you in 2021. We appreciate your trust and never take it for granted. Dominion Energy and our South Carolina employees look forward to continuing to serve you in 2022 and beyond.”

— Keller Kissam, President, Dominion Energy South Carolina



Dear Valued Customer

Each year provides all of us with a new set of unique challenges and opportunities, and 2021 was no exception as the pandemic continues. However, our company remains committed to providing you with safe, affordable and reliable energy. We also moved into the new year with a clear vision to “power the future with clean, sustainable energy solutions guaranteeing excellence in all that we do for the benefit of our customers and communities.”

We're Here to Help You

We recognize your needs are unique, and we are committed to helping you manage your energy bill and assisting when you need it the most. I strongly encourage anyone facing financial hardships to use the resources that are available. Dominion Energy South Carolina payment plans, combined with company and government energy assistance programs, can help you avoid any disruption to your electric and natural gas service. All energy bill assistance options can be conveniently found in the [Dominion Energy app](#) or your [online account](#). For more information on energy assistance programs, please visit [DominionEnergySC.com/assistance](https://www.dominionenergy.com/assistance).



Our customer assistance team is dedicated to helping customers one-on-one with energy related issues and support.

Your Safety is Our Top Priority

Safety is at the top of Dominion Energy's core values. In the face of COVID-19, we took extraordinary steps to protect our customers and our employees. Many of our employees began teleworking while continuing to serve our customers. Our frontline employees took additional steps at the start of the pandemic to protect customers by wearing specialized personal protective equipment and practicing social distancing techniques to provide service in situations of potential COVID-19 exposure.

In the face of uncontrollable weather events, our employees continue to work until the very last customer has been restored, and we plan for such events on a daily basis by inspecting and replacing our infrastructure and managing the vegetation that grows near it. Understand that our commitment is 24/7 throughout the year.

In Your Community

Dominion Energy also continues its long legacy of responsible corporate citizenship. Last year Dominion Energy and its Charitable Foundation provided more than \$4.4 million in grants across South Carolina.

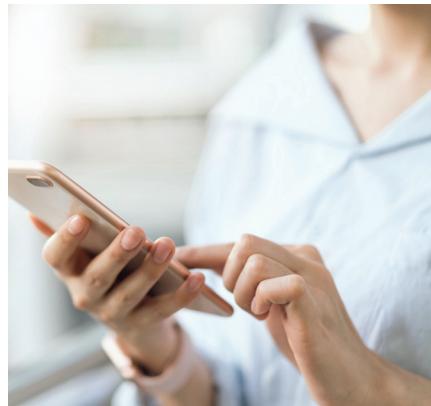
Whether it's supporting **HBCUs**, like Allen University, Benedict College, Claflin University and S.C. State University, providing **scholarships** to minority students or standing alongside nonprofits addressing **critical community needs** and **helping the environment**, Dominion Energy South Carolina is active in our communities.

Our Net Zero Pledge to You

Our vision is to be the most sustainable energy company in the nation. Our goal is net zero carbon and methane emissions by 2050 across our business. Dominion Energy has been actively lowering its carbon dioxide and methane emissions by extending the licenses of its zero-carbon nuclear fleet, rapidly increasing solar resources, continuing to rely on low-carbon natural gas, and promoting the use of electric vehicles and energy efficiency. Did you know you can lower your bill and reduce carbon emissions by weatherizing your home and investing in energy efficient appliances? Learn more at [DominionEnergySC.com/SaveEnergy](https://www.dominionenergy.com/saveenergy).

New Tools Designed with You in Mind

To make it easier and more convenient to do business with us, our company has developed smart energy tools to help you monitor your account. The Dominion Energy app gives you convenient and secure access to your account, payment and billing options and more. You can play an active role, too. Consider joining hundreds of thousands of customers who are going paperless with eBill. You'll still receive timely notifications associated with your account and enjoy a little less paper clutter, too.



Empowering our People

Focusing on attracting, developing and retaining talent is at the core of what makes us a strong company. In recent years, we have redoubled our efforts to improve diversity, equity, and inclusion in all three areas. In 2021, we have taken a huge step in the right direction by publishing our first Diversity, Equity, and Inclusion report. We strive for Dominion Energy to be a place where all people feel welcome and are treated with dignity, fairness, and respect. We are setting goals to help us continue to grow and measuring our performance as we go to hold ourselves accountable.

We are proud to be continually ranked among the best employers in the U.S. According to Forbes in 2021, we are one of the top employers for veterans, women, and diversity. Here in South Carolina, we were recognized by the South Carolina Chamber of Commerce as one of the Best Places to Work in SC and received its Excellence in Workplace Diversity & Inclusion Award.

Thank you for allowing us to serve you in 2021. We appreciate your trust and never take it for granted. Dominion Energy and our South Carolina employees look forward to continuing to serve you in 2022 and beyond.

Sincerely,

A handwritten signature in black ink that reads "Keller Kissam". The signature is fluid and cursive, written in a professional style.

Keller Kissam

President, Dominion Energy South Carolina