

Customer Connection

January 2023



Dear valued customer,



Keller Kissam

*President,
Dominion Energy
South Carolina*

As we reflect upon last year while moving into 2023, it was good that we were able to gather with our families and maybe even take a delayed vacation. We also faced some challenges as we all struggled with supply chain issues and inflation. We realize that in the best of times and in the worst of times, we are to give thanks for it all; especially the relationships that both sustain us, motivate us, and give our lives purpose.

You, our customers, give us purpose. Safety, reliability, and affordability are our top priorities and will always be the core of our commitment to you. From performing daily maintenance on our system, to responding 24-7 to hurricanes, ice storms and any other disruptions to restore power as safely and quickly as possible, we are here for you. We know you depend on us, and we work constantly to increase our reliability and to do it in a safe manner.

During those times when you face unexpected hardships, we are there to lend a helping hand. You may use our budget billing tool to make your monthly payments more predictable during seasonal swings. We also have EnergyShare, our year-round assistance program, funded by DESC employees, retirees, and customers like you, that has been helping qualified customers with energy bill payment assistance since 1982. And because we know that everyone's situation is unique, we partner with nearly 200 organizations and community action agencies throughout the state to find additional resources.



You are more than customers. You are our neighbors. We see you at band practice, football games, PTO meetings, the grocery store, and church. We are privileged to live in the communities that we serve – communities where our children grow and play; communities that are sustainable and responsible. We will continue to do our part to help our communities thrive. Last year, we donated more than \$4.4 million to worthy causes in South Carolina. We also continue to support organizations dedicated to social justice and educational equity. We encourage our employees to give their time volunteering, too.

I can't predict the future, but I do know that we will be tested beyond what we think is bearable, and just when we think we can endure no more, a light will shine in the darkness – the light of human spirit that expresses empathy, love, compassion, and responsibility. At Dominion Energy South Carolina, our collective hope is to be that light to all we serve.

In 2023, be assured we will continue safely delivering reliable, affordable, and increasingly clean energy regardless of the challenges to come.

Thank you for allowing us to serve you. We appreciate your trust and never take it for granted. We look forward to serving you in 2023 and in years to come.

Sincerely,



Keller Kissam

President, Dominion Energy South Carolina



Actions Speak Louder

Visit sustainability.dominionenergy.com to learn more about Dominion Energy's performance, progress and commitment to a sustainable future.