



# EnergyShare<sup>®</sup>



ANNUAL REPORT 2022-2023

## Introduction

Virginians rely on Dominion Energy to provide reliable, affordable, and increasingly clean energy to power their homes and their lives. EnergyShare helps customers struggling to pay energy bills by offering bill payment assistance and longer-term savings through free energy efficiency upgrades. EnergyShare is our year-round assistance program that has been helping qualified customers since 1982.

## History

For more than 40 years, the EnergyShare program has assisted qualified customers in meeting their energy needs, providing financial assistance on their energy bills and later providing free efficiency upgrades to their homes. More than 908,000 individuals and families have been assisted through the program throughout its 40-year history. The EnergyShare program has expanded over the years and is now a comprehensive energy assistance program.



**908,000 total  
individuals and  
families helped**



**1982**

Originates as a heating assistance program in Virginia's eastern region





## 2015

Legislation enacted allowing expansion of the program to include:

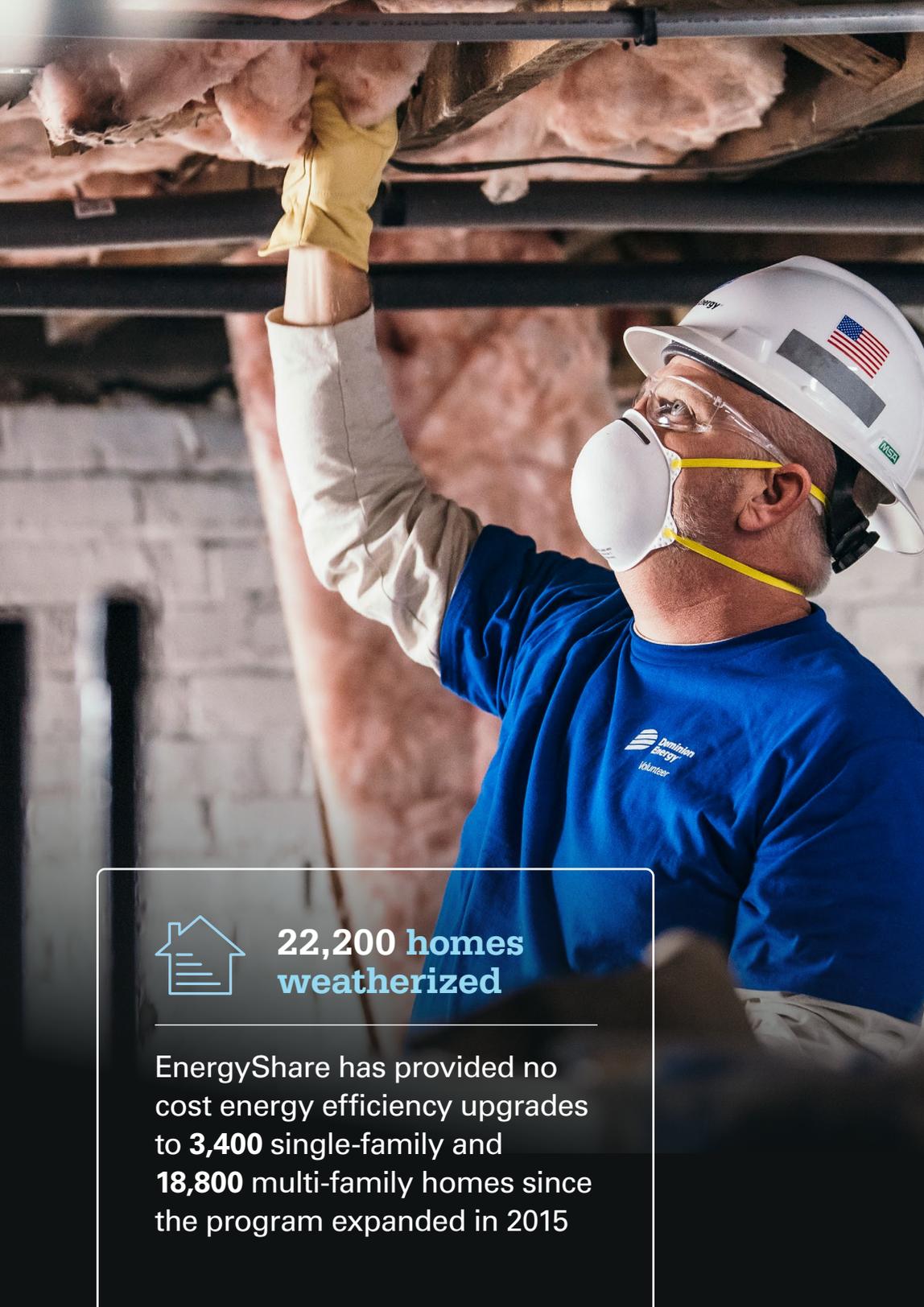
- Introduction of Weatherization, a no cost home energy efficiency upgrades program
- Additional focus for veterans and persons living with disabilities
- Increased support for customer outreach and education

## 2008

Expanded to a year-round program with cooling assistance during the summer season

## 2018

Further expansion through the Grid Transformation and Security Act (GTSA), including a \$130 million, 10-year commitment and additional resources for military veterans and persons living with disabilities



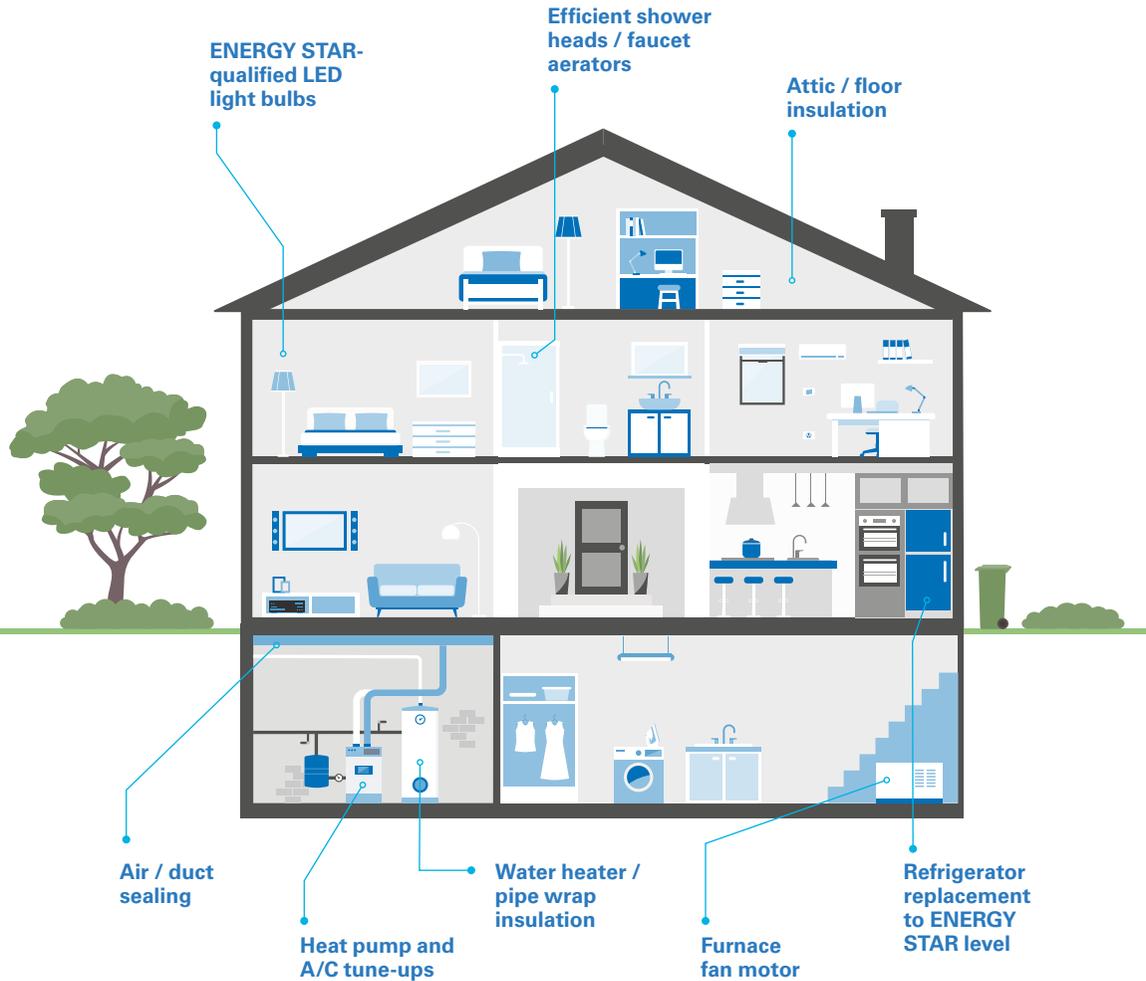
**22,200 homes  
weatherized**

EnergyShare has provided no cost energy efficiency upgrades to **3,400** single-family and **18,800** multi-family homes since the program expanded in 2015

# Weatherization

Weatherization supports customers by providing no cost energy efficiency assessments and upgrades to qualified residents. Dominion Energy customers who have previously received bill payment assistance are automatically eligible. During the 2022 – 2023 program year, our network of weatherization service providers made more than **1,400** homes more energy efficient for families resulting in cost-savings on their monthly bills and more safe and comfortable home environments. This includes more than **300** single-family, and **1,100** multi-family homes in Virginia.

Weatherization upgrades may include energy efficiency measures shown below\*:



\*Upgrades installed are determined based on observations made during the home's energy assessment.

## 40 Homes in 40 Days

To mark the 40th anniversary of EnergyShare, Dominion Energy launched the 40 Homes in 40 Days initiative during 2022. The initiative committed to weatherizing 40 single-family homes across Virginia in a 40-day window. Thanks to the help of our community partners and Dominion Energy volunteers, the goal was exceeded, making **56 family homes** more safe, comfortable, and energy efficient just in time for the heating season.

### Here are just a few of the lives impacted across Virginia:

EnergyShare, the **Local Energy Alliance Program (LEAP)** and the **Building Good Foundation** partnered to provide the Abrams family much needed weatherization and structural repairs to their home of 30 years, where they relied on inefficient baseboard heaters and window air conditioning units. Through this partnership the Abrams were provided with an efficient heat pump, attic and floor insulation, air sealing, among other repairs. The Dominion Energy volunteer program also pitched in to help with much needed tree trimming and landscaping.

**The Abrams-Washington Family**  
Crozet, VA



For 22 years, Ms. Stephens has lived in her home, but had become unable to keep up with its maintenance due to an injury. Through a partnership with **project:HOMES**, EnergyShare helped increase her home's efficiency with a new heat pump, air sealing, LED lighting, duct and ventilation improvements, attic and pipe insulation, and more. Dominion Energy volunteers helped by providing painting, landscaping, and other minor repairs.

**The Stephens Family**  
Richmond, VA



The Suddarth family has lived with a broken Heating, Ventilation, and Air Conditioning (HVAC) unit for four years. Mrs. Suddarth has health challenges that have left her bedridden, and Mr. Suddarth was laid off from his job and is now his wife's primary caretaker. Through the partnership with EnergyShare, **Community Housing Partners (CHP)** and **Rebuilding Together**, the Suddarth's received a new HVAC system. Dominion Energy volunteers provided landscaping, exterior painting, and repairs. Now their home is more energy efficient and comfortable.

**The Suddarth Family**  
Fairfax County, VA



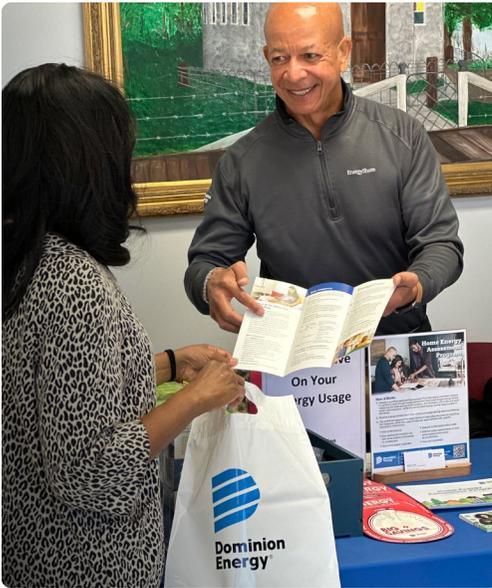
EnergyShare and **Atlantic Spray Systems** partnered to weatherize the home of military veteran and cancer survivor, Mr. Cherry and his wife, by installing floor and attic insulation, and air and duct sealing. In addition, Dominion Energy volunteers installed fall landscaping. Participation in the EnergyShare program qualified the Cherry's for Dominion Energy's new Income and Age Qualifying Solar Program.

**The Cherry Family**  
Chesapeake, VA



## Education and Outreach

Education and outreach are at the core of what EnergyShare aims to accomplish through its work in the community. This year approximately **107,500 individuals and families** were reached through various modes of outreach designed to ensure those most in need of help are aware of resources available to them to help save money on energy bills.



Dominion Energy representatives participate in hundreds of community events each year to help educate customers on the energy savings resources available to them. These resources include energy bill payment assistance options, home energy efficiency and conservation programs. This year, Dominion Energy representatives attended more than **300 events**.

Our outreach takes on different forms based on our local partnerships and the needs of the community. Dominion Energy representatives partnered with Fairfax County for their **Culmore Community Day** event which educated the community on supportive services available to them through area agencies and non-profit organizations.

In Henrico County, Dominion Energy representatives collaborated with the local community to host the **East Henrico Community Block Party**. In addition to receiving free resources and information from community partners, attendees received information on EnergyShare and the state cooling assistance program, along with energy conservation kits and energy saving tips.

Other outreach opportunities sought to reach the Spanish-speaking community including the **Latino Community Resource Fair and Food Distribution** event at the Cuffee Community Center in Chesapeake. Attendees received bill payment assistance information and weatherization materials in Spanish.



## Partnership Spotlight

Sometimes unconventional partnerships can have a large impact on increasing community awareness of the resources that the EnergyShare program has to offer. Two Hampton Roads families received a surprise when their homes received weatherization services through the EnergyShare program. Dominion Energy collaborated with **Pharrell Williams** (a popular musician, producer, and entrepreneur) and the **SOMETHING IN THE WATER** festival to make the homes of the Byers family of Norfolk and the Hill family of Virginia Beach more energy efficient in preparation for the summer months. Both families had previously received bill payment assistance and had higher than normal energy use due to lack of energy efficiency measures in their homes. The partnership garnered significant public interest and resulted in increased awareness of the EnergyShare program across the region.



## Bill Payment Assistance

Bill payment assistance provides immediate relief to customers experiencing a financial crisis by assisting with expenses related to their home's primary heating and cooling sources. EnergyShare partners worked diligently during the 2022-2023 program year to help more than **18,400 customers** with the cost to heat and cool their homes. Among those assisted, **1,500 were military veterans**, and **1,300 were individuals living with disabilities**. Partnerships with local non-profits and health and human service agencies ensure that the EnergyShare program is reaching those most vulnerable.

### Since EnergyShare's 2015 expansion:



**136,600**

helped with bill  
payment assistance



**10,000**

veterans  
assisted



**9,600**

individuals with  
disabilities assisted

## Long-Standing Public-Private Partnerships

2022 marked the 32nd year for **Senior Cool Care**, a public-private partnership sponsored by Dominion Energy and administered by The **Virginia Department for Aging and Rehabilitative Services (DARS)** that helps low-income elderly citizens in Virginia keep cool during the summer months. The program provides single-room fans, window air conditioners, and now portable air conditioners to elderly Virginians who live within Dominion Energy's service area and who meet eligibility requirements. Customers meeting EnergyShare qualifying criteria are also eligible to receive bill payment assistance to help offset costs.

In total, the Area Agencies on Aging were able to purchase and distribute more than 1,140 cooling units to households across the Commonwealth.

# Thank You to Our Partners

We could not do this alone! Nearly **100** state agencies, non-profit organizations, certified contractors, and other entities contribute to the success of EnergyShare through the administration of all program aspects. Special thanks to **United Way of Greater Richmond and Petersburg and Resource Innovations, Inc.**, our fiscal managing agencies, who ensure EnergyShare's program funds are disbursed to address the most need with quality service.

## **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  
Alexandria Department of Community and  
Human Services  
Alexandria Salvation Army  
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  
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-Serve Inc.  
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 George Department of Social Services  
Richmond County Department of Social  
Services  
Richmond Salvation Army  
Rockbridge Area Relief Association  
Senior Connections  
Stafford Emergency Relief through Volunteer  
Efforts  
Shenandoah Department of Social Services  
Spotsylvania Department of Social Services  
Stafford Department of Social Services  
Staunton Salvation Army  
STEPS, Inc.  
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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## **EnergyShare Advisory Council**

### **Jill C. Coleman**

*Vice President for Programs*  
The Cameron Foundation

### **Helena Dodson**

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Chesapeake NAACP and Ladies of Distinction, Inc.

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Habitat for Humanity Peninsula & Greater Peninsula

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*President/ CEO*  
Rebuilding Together Alexandria

### **David Levine**

*President/ CEO*  
Good Shepherd Housing and Family Services

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*Manager Community Development*  
Aetna Better Health of Virginia

### **Cassandra Minor**

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Resource Innovations, Inc.

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United Way of Greater Richmond & Petersburg

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### **Desiree Taylor**

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Virginia Department of Veteran Services

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### **Kathy Miller**

*Director Aging Programs & Services, Division for Community Living, Office for Aging Services*  
Virginia Department for Aging and Rehabilitative Services

### **Robert Morrow**

*Statewide Director Virginia 2-1-1*  
Council of Community Services



**[DominionEnergy.com/EnergyShare-VA](https://www.dominionenergy.com/energyshare-va)**

### **Annual Report 2022-2023**

This report covers EnergyShare program activity occurring June 1, 2022 – May 31, 2023.

### **Program Mailing Address**

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### **Program Email Address**

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