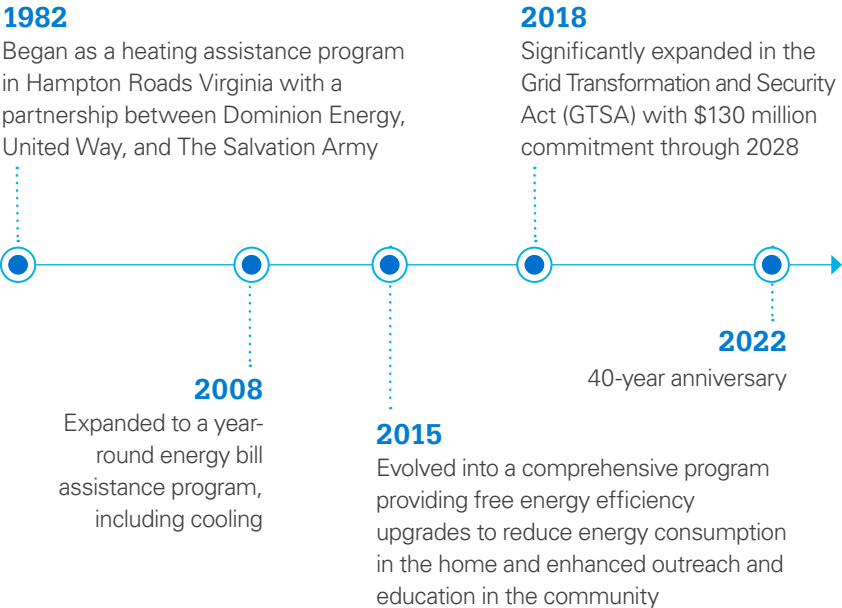




# EnergyShare is turning 40 this year!

EnergyShare turns 40 this year! That is 40 years of providing vulnerable customers help with their energy costs when they need it most. Over the years, the program has gone through many changes. What started as a heating assistance program in Hampton Roads with seven Salvation Army partners and the United Way, has evolved into a comprehensive energy assistance program that offers those who are eligible – free energy efficiency upgrades to their homes and financial support on their energy bills.

## Program history at a glance



## Our response to COVID-19

At the start of the pandemic, Dominion Energy relaxed the EnergyShare guidelines to help even more customers. We also suspended disconnections for nonpayment, offered extended payment plans with no money down and connected customers with additional bill assistance programs with the goal of helping customers find the assistance and payment plan that worked best for them. Additionally, Dominion Energy launched a temporary Small Business Relief program for those struggling due to the pandemic. This program provided **1,160** small businesses, non-profit, and houses of worship with up to **\$1,000** of assistance on their Dominion Energy bill.

# 2021 - 2022 program year highlights

## Bill Payment Assistance

Helps with the energy costs of a home's primary heating and cooling sources for qualifying customers and families, military veterans, and individuals living with disabilities. More than \$6.4 million went to bill payment assistance this program year.



**19,200**

Total customers who received bill payment assistance

**16,400** general customers

**1,450** military veterans

**1,350** individuals living with disabilities

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## Weatherization

Offers free energy audits and energy efficiency upgrades to approved renters and homeowners who have previously received bill payment assistance or are otherwise income-qualified Dominion Energy customers. More than \$5.9 million went towards weatherization projects this program year.



**4,300**

Total homes weatherized

**3,700** multi-family homes weatherized

**600** single-family homes weatherized

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## Education and Outreach

Focuses on educating our communities on low-cost to no-cost energy saving measures and empowers customers to reduce living expenses and increase self-sufficiency. \$850,000 was invested in support of outreach efforts in our communities.



**300**

Events attended

**73,500**

People reached through outreach

# Bill payment assistance

Since the program expanded in 2015, more than **139,170** individuals and families have received EnergyShare bill payment assistance, including **8,450** veterans and **8,350** individuals living with disabilities through its voucher programs administered by the Department of Veteran Services and the Department of Aging and Rehabilitative Services.



**889,000**

Families and Individuals  
Served (since 1982)



## Doris F.

Ms. Doris is an independent, quick-witted 80-year-old widow who found herself behind on her energy bill with no way to catch up. She was enrolled in the Dominion Energy budget bill program for years, making fixed monthly payments to cover her energy costs until last winter when her bills more than doubled – causing her budget amount to become unmanageable. A malfunctioning HVAC system was to blame. On top of that, she had a slip and fall in her home that put her in the hospital for

a few weeks. As a result of the free EnergyShare energy audit performed on her home, Ms. Doris' aging HVAC system was replaced, her home was made more energy efficient with duct work upgrades and repairs, air sealing, wall, floor, and attic insulation, and LED light installations throughout the home. In addition to these energy efficiency measures, other repairs were made to ensure that Ms. Doris could remain healthy and safe in the home she has spent most of her life in. Once repairs were complete, EnergyShare bill assistance was able to get Ms. Doris caught up on her bill, giving her total peace of mind.

# Weatherization

Following EnergyShare's 2015 expansion, more than **20,800** homes have been weatherized across Dominion Energy Virginia's service territory. This includes **3,100** single-family and **17,700** multi-family homes. By leveraging a knowledgeable, skilled, and talented network of weatherization service providers, EnergyShare helps individuals and families achieve long-term and sustainable cost savings on their energy bills.



**20,800**

Single- and Multi-Family  
Homes Weatherized  
(since 2015)



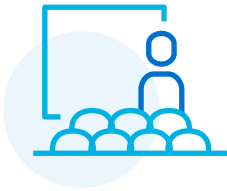
## **Bessie T.**

Ms. Bessie and her family moved into their home in 1976, where she raised her two sons and now has her grandchildren over to visit whenever she can. For health reasons, Ms. Bessie had to retire in 2013, leaving her on a fixed income. Prior to getting sick, she began to slowly make repairs to her 1950's bungalow, but that came to an end when her husband passed unexpectedly in 2020, and she was denied access to his pension.

One day, Ms. Bessie felt a cold draft coming from a closed window in her home. Even with her HVAC unit running along with a space heater, her thermostat would never reach the temperature to which it was set. Through EnergyShare, she was able to get free energy efficiency upgrades including floor, wall, and attic insulation, comprehensive air sealing, duct improvements, and additional health and safety enhancements to ensure she could remain safe and comfortable in the home she loves!

# Education and outreach

The 2015 expansion also brought the creation of the outreach and education program which has reached more than **1.14 million** people at events in communities served by Dominion Energy Virginia. Using exhibits and information booths, administrators conduct hands-on demonstration sessions to help participants understand how energy is used and how it impacts their bills. These events focus on the needs of at-risk, low-income, seniors, military veterans and individuals living with a disability across the Commonwealth.



## 1.14 million

People Reached at  
Outreach Events  
(since 2015)



## Grove Christian Outreach

A \$150,000 grant partnership between Grove Christian Outreach Center and EnergyShare provided critical weatherization upgrades to 15 mobile homes in the Grove Christian mobile home community. Mr. Prescott a Grove Christian resident and one of the weatherization grant beneficiaries, found himself and his grandson living in a mobile home with poor insulation and sinking floors. The weatherization upgrades performed by contractor Don Mowry helped to make Mr. Prescott's home

safer and more energy efficient. Dominion Energy's Grove weatherization grant was part of a larger initiative announced in late 2020. That year Dominion Energy gave \$1.5 million to 13 local organizations throughout the state resulting in energy efficiency improvements to approximately 800 homes.

# 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, such as bill payment assistance, weatherization, and outreach. With special thanks to United Way of Greater Richmond and Petersburg, United Way of Central Virginia, and The Salvation Army of Hampton Roads, who have partnered with Dominion Energy for four decades.

# EnergyShare<sup>®</sup>

[DominionEnergy.com/EnergyShare-VA](https://DominionEnergy.com/EnergyShare-VA)

## Annual Report 2021-2022

This report covers EnergyShare program activity occurring June 1, 2021 – May 31, 2022.

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