

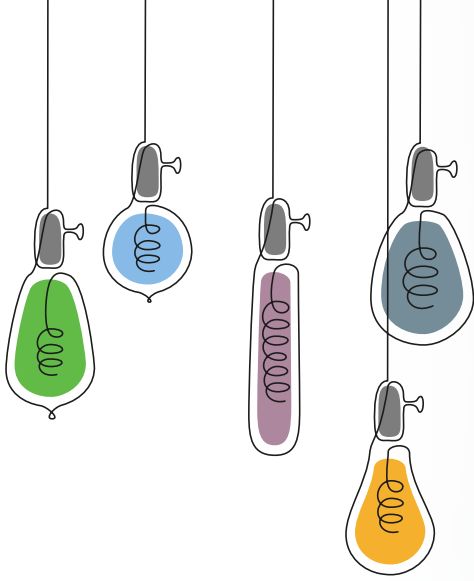


Powering Your Every Day.™



2023 ANNUAL REPORT

energy conservation

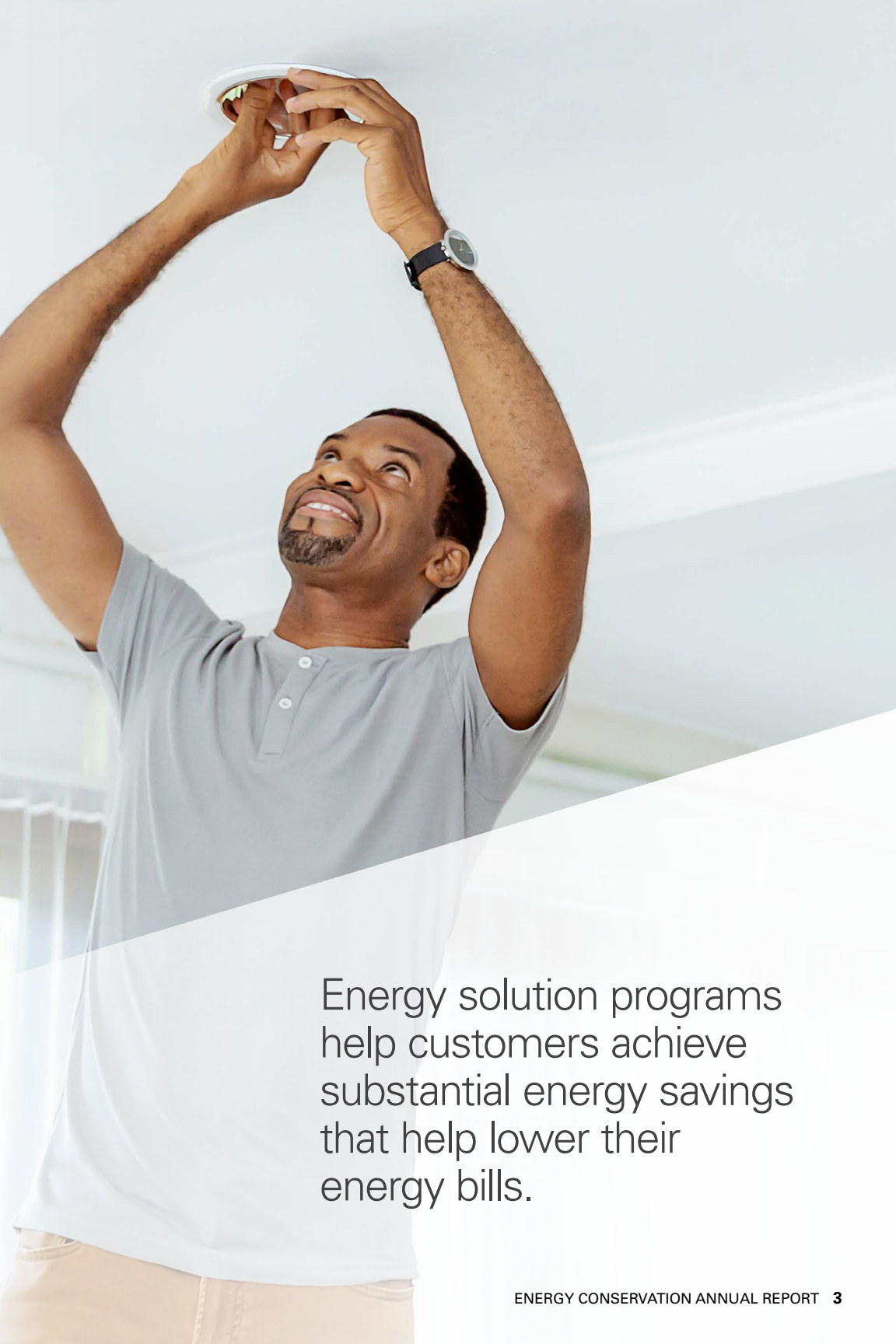


what we do

Dominion Energy offers energy conservation programs designed to help our Virginia and North Carolina electric customers save energy and money.

We advocate for cost-effective energy efficiency innovation in residences and businesses and develop demand-side management programs to support policy the state's developed around energy conservation at state and national levels, and goals around energy savings.

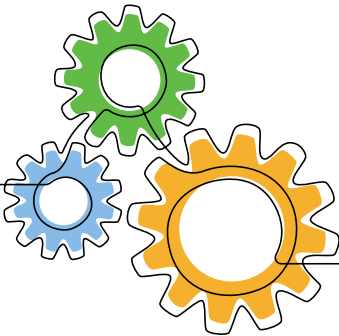
Our goal is to put the necessary information and solutions into the hands of customers, enabling them to manage their own energy use. Over the past 15 years, our programs have produced significant environmental benefits while providing customers with substantial energy savings that help lower monthly energy expenses.



Energy solution programs help customers achieve substantial energy savings that help lower their energy bills.

our goals

Including our 2022 DSM filing, we have proposed **\$712.9 million** in spending towards the \$870 million Grid Transformation & Security Act goal. Dominion Energy is on its way to meeting this 2028 goal.





historical impact

\$290 million

in rebates issued to customers

62,000+

appliance rebates issued

15 million+

light bulbs discounted in 565 retail stores

19,000+

appliances recycled, equivalent to over **3 million** pounds of metal recycled

1 million+

participants reached since the beginning of program offerings*

1,225 GWh

gross energy savings toward Virginia Clean Economy Act (VCEA)

8,200 GWh

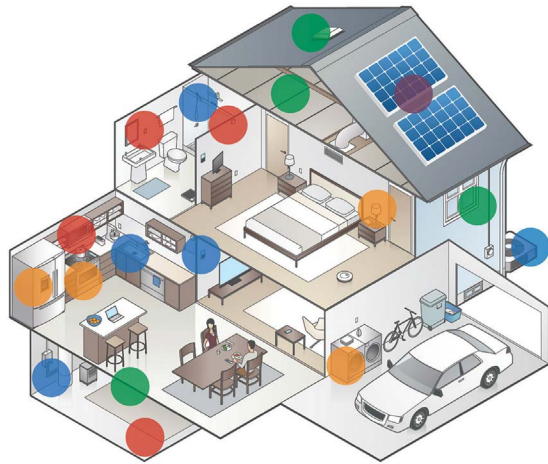
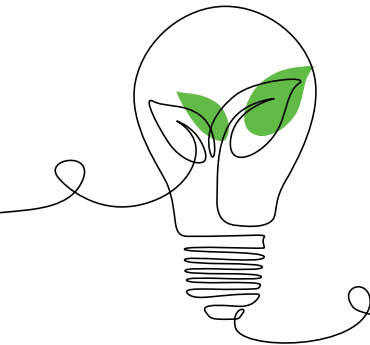
in energy savings by these programs, which equates to enough energy to power nearly **700,000** homes

*~263,000 selected to participate in energy efficiency education program, includes demand response programs.

Customers achieve energy savings by participating in residential and commercial programs.

Several residential opportunities include:

- Energy efficient heating and cooling system
- Heat pump water heater
- Smart thermostats
- Hot water pipe and tank insulation
- Duct sealing
- Low-flow showerheads
- Variable speed pool pump
- Efficient LED bulbs
- EV charging station
- ENERGY STAR® washers, dryers, and refrigerators
- High-efficiency fan motors
- Smart plugs and lights
- Energy monitors
- ENERGY STAR® certified new home
- Wall, floor, and attic insulation
- ENERGY STAR® windows and doors
- Window weather-stripping
- Air sealing
- Cool roof installation
- Solar panels through the Income and Age Qualifying Solar Program for qualified customers
- Outlet/Switch gasket
- Basement and crawlspace insulation



*Not a comprehensive list of residential offerings, visit Dominion Energy's Save Energy page for details.



2022 achievements

410,000+

participants reached*

\$35 million

in bill savings for
customers in 2022

45 million

gallons of water
savings in 2022

5.2 million

LED discount incentives
provided in 2022

461,000

metric tons of CO₂ avoided
in 2022

~299 GWh

in gross annual energy
savings in 2022

*~263,000 selected to participate in energy efficiency education program, includes demand response programs.

income and age qualifying programs

Income and Age Qualifying Programs provide customers a home energy assessment and incentives for the installation of measures that reduce residential heating and cooling costs and enhance the health and safety of our customers.

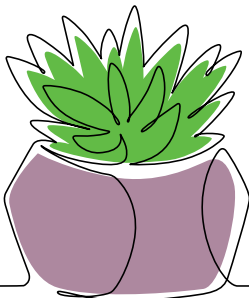
Energy costs can be a significant expense. We've set out to reduce these costs with the Income and Age Qualifying Solar Program, which provides solar panels at no cost for qualifying customers who have participated in other weatherization programs and received HVAC improvements.

8,000+

customers benefited from the energy conservation weatherization programs in 2022

\$51 million+

in rebates issued to customers



Providing qualified customers with installation of solar panels at no cost to the customer.





customer comments

"I'm so excited about this program, and I can't believe it's no cost, I appreciate all of you!"

Olivia Gattison, Income and Age Qualifying Solar Program Customer

residential programs

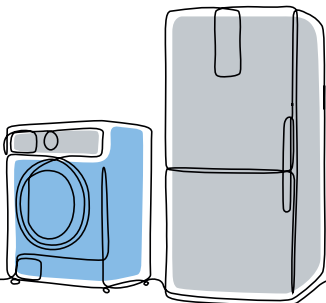
Residential programs are designed to reduce energy usage in the home to help customers save money. From programs that provide rebates for more energy efficient appliances to programs that assist with an assessment of home energy use, there are a variety of options available. **16** residential energy efficiency programs were active in 2022. These residential program offerings made up nearly 80% of gross annual savings achieved in 2022. Other programs include the Virtual Audit and the Home Energy Assessment program, both designed to save our customers money on home energy efficiency.

16

residential energy efficiency programs were active in 2022

80%

of gross annual savings achieved in 2022





customer testimonials

“This program is a godsend for me. Being retired and living within a budget this helps to keep costs in check. Thank you so much.”

Customer, Virtual Audit Program

“Wonderful experience. Easy. Love that the appliance got recycled rather than thrown out or I had to spend time selling it. Pick-up team was friendly and quick!”

Customer, Appliance Recycling Program

non-residential programs

Dominion Energy's non-residential energy efficiency programs are specifically designed to meet the energy needs of both small and large businesses. The Small Business Improvement program has been popular since it began in 2016 and has provided small business owners with the tools necessary to successfully lower their energy usage. Other popular programs include the Non-Residential Enhanced Prescriptive program, along with the Non-Residential Lighting and Controls program, both designed to save our customers money on their electric bills.

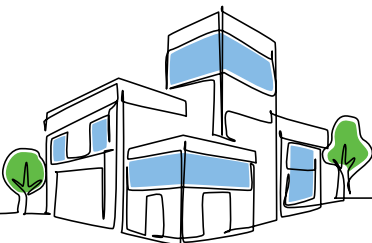
~20%

of gross annual energy savings from all energy efficiency programs in 2022

~\$9.7 million

in rebates issued, with over 1,400+ participants

Small Business Improvement Enhanced Program offers duct testing and sealing, HVAC tune up or upgrades, lighting updates, refrigeration system upgrades, strip curtains, and more.





case study

The Customer: Chester Presbyterian Church

The Opportunity: The Chester Presbyterian Church heard about the program through one of their members. The church was interested in what opportunities the program has to offer and started the process by submitting an online form on the Dominion Energy Save Energy website. Through that process, Chester Presbyterian Church was connected to experts that conducted an assessment on their property which then led to recommendations for upgrades that would help the church be more energy efficient.

Chester Presbyterian Church worked with Dominion Energy's partners, who helped replace dozens of inefficient florescent lightings with energy efficient LEDs, ranging from indoor light fixtures, like exit signs, to outdoor fixtures like parking lot lights. Together with properly sealed duct work and a tune up of their HVAC system, these improvements will contribute to energy savings and savings on their electrical bill.

The Outcome: The Chester Presbyterian Church had their HVAC tuned up, duct work tested and sealed, and light fixtures upgraded. The church is now projected to see savings on future electrical bills.

"Give it a chance, look into it, do the numbers. If you really look at what it costs for a year to power your lights and what it will cost with the new product here, it's again a no-brainer for us to go through this process."

Frank Hartsoe, Member/Volunteer Chester Presbyterian Church

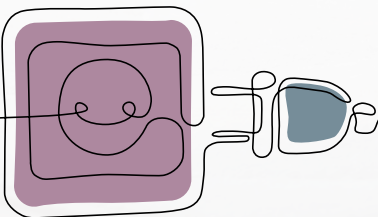
looking ahead

The Income and Age Enhanced Program will provide qualifying customers an assessment and access to additional measures such as LEDs, numerous ENERGY STAR® appliances, heat pump water replacement, door and window film.

Non-residential customers may benefit from programs such as the Data Center & Server Rooms Program which installs energy efficient equipment such as AC, air handling, Uninterruptible Power Supply (UPS) systems, and custom airflow measures. In addition, the Hotel & Lodging Program will offer energy saving measures tailored to the unique barriers experienced by this industry.

We are excited about the newest set of programs, approved August 2023 by the Virginia State Corporation Commission. Some of these programs include Income and Age Qualifying and Home Retrofit Bundles, Non-Residential Custom, Peak Time Rebates, Energy Efficient Products, and an Electric Vehicles Telematics Pilot.

We're always working on ways to help our customers save energy, year after year.







learn more

To find more information about all of Dominion Energy's Energy Conservation programs, please visit [DominionEnergy.com/save](https://www.dominionenergy.com/save) or call us at **888-366-8280**.

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