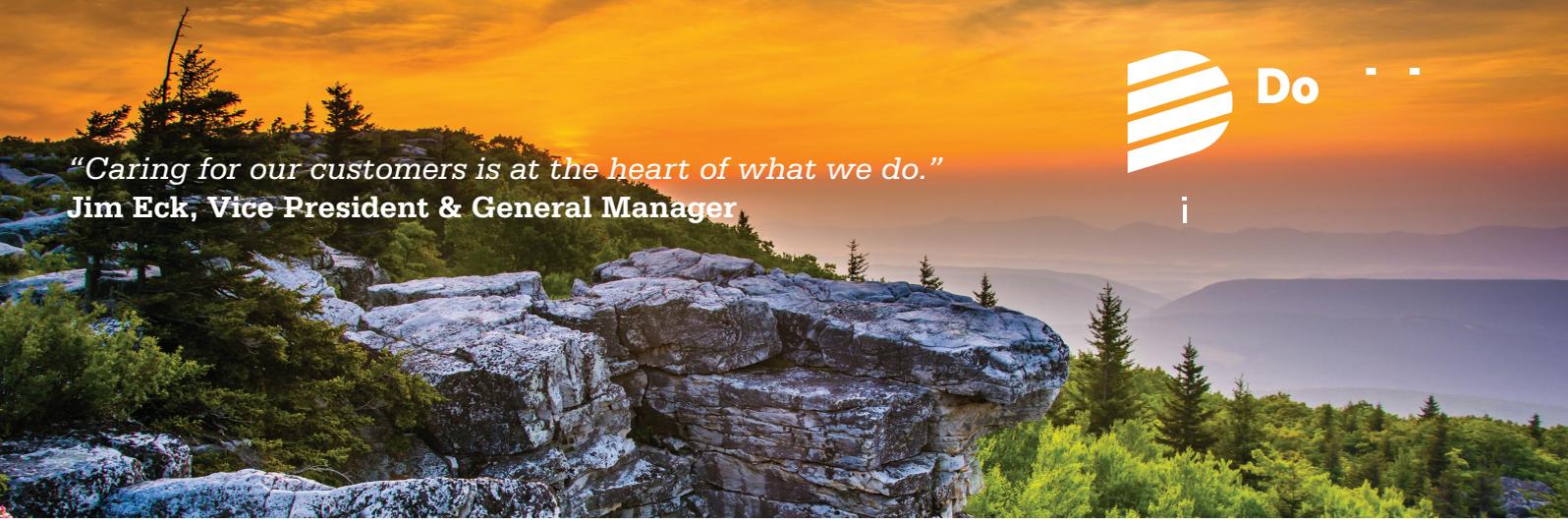




"Caring for our customers is at the heart of what we do."
Jim Eck, Vice President & General Manager



Dear Customer,

The largest global pandemic in 100 years has made 2020 an unprecedented year. Throughout this once-in-a-lifetime event, Dominion Energy West Virginia remains committed to providing you safe, affordable and reliable energy.

We're here to help you

From the beginning of the pandemic, when our customers faced unprecedented hardship, we put measures in place to help. We chose to suspend service shut-offs while helping state officials promote the use of federal Coronavirus Aid, Relief and Economic Security Act (CARES) funds to help eligible customers. We waived late and reconnection fees and offered additional bill payment options and extended time to pay past due balances. To support low-income families, we also increased our contribution to the Dollar Energy Fund.

I strongly encourage anyone facing financial hardships to use the resources that are available. Our payment plans, combined with government energy assistance programs, can help you maintain natural gas service when it's needed the most. Information is available 24/7 at DominionEnergy.com, search billing options & assistance.



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 field employees took additional steps to protect customers by wearing specialized personal protective equipment and practicing social distancing to provide service in situations of potential COVID-19 exposure.

In recognition of Dominion Energy's strong track record for safety, eight of the company's gas businesses, including Dominion Energy West Virginia, received the American Gas Association's highest awards for safety performance for 2019.

Rates and customer value

In late September, Dominion Energy West Virginia filed its first base rate change request since 2008 with the Public Service Commission. Be on the lookout for more information in the months to come.



Our net zero pledge to you

Earlier this year, Dominion Energy announced a significant expansion of the company's overall greenhouse gas emissions-reduction goals. We established a new commitment to achieve net zero emissions by 2050. Dominion Energy West Virginia continues to reduce carbon and methane emissions through our ongoing Pipeline Replacement and Expansion Program (PREP). This project will involve the replacement of more than 1,000 miles of our company's 3,146-mile distribution pipeline system.

PREP is a key element in the company's methane reduction efforts. Dominion Energy is committed to reducing methane emissions from gas operations 65 percent from 2010 levels by 2030, and 80 percent from 2010 levels by 2040.

New tools designed with you in mind

To make it easier and more convenient to do business with us, our company redesigned our website, dominionenergy.com, and developed the new Dominion Energy app to help you monitor your account and pay bills on your mobile phones, tablets and other devices.

The new app provides an ideal tool for you to go digital adopting paperless bills through eBill and receive timely notifications associated with your account. I've included a QR code for you to easily download the app to your iPhone or Android device. I hope you find the app helpful.

Thank you for allowing us to serve you in 2020. We appreciate your trust and never take it for granted. Dominion Energy and our West Virginia employees look forward to continuing to serve you in 2021 and beyond.

Sincerely,



Jim Eck
Vice President & General Manager,
Ohio & West Virginia Distribution

