

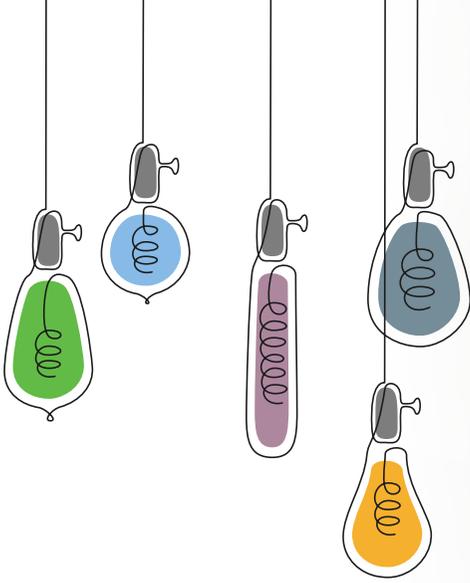


Powering Your Every Day.™



2024 ANNUAL REPORT

energy conservation



what we do

Dominion Energy offers energy conservation programs designed to assist our Virginia and North Carolina electric customers with saving energy and money.

We advocate for cost-effective energy efficiency innovation in residences and businesses, and we develop demand-side management programs to support state and national policies focused on energy conservation and the goals around energy savings.

Our goal is to empower customers by providing them with the necessary information and solutions to manage their own energy use. Over the past 16 years, our programs have produced significant environmental benefits while providing customers with substantial energy savings that help lower monthly energy expenses.



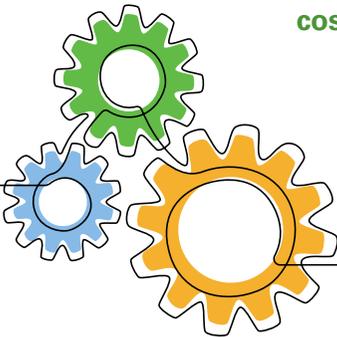
Energy conservation programs help customers achieve substantial energy savings that help lower their usage.

our goals

Including our 2023 DSM filing, we have proposed **\$797 million** in spending towards the \$870 million Grid Transformation & Security Act goal. Dominion Energy is on its way to meeting this 2028 goal.



In 2018, the Grid Transformation and Security Act required Dominion Energy, for the period beginning July 1, 2018, and ending July 1, 2028, to propose energy efficiency programs wherein the projected costs for the utility to design, implement, and operate the energy efficiency programs were to be no less than \$870 million.





historical impact

\$336 million

in rebates issued to customers

1 million+

participants reached since the beginning of program offerings*

87,000+

appliance rebates issued

21,000+

appliances recycled

\$67 million+

in Income and Age Qualifying (IAQ) rebates issued to customers

~9,600 GWh

in gross energy savings by these programs

15 million+

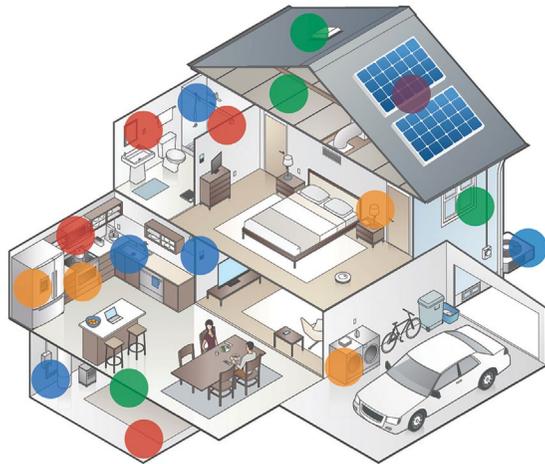
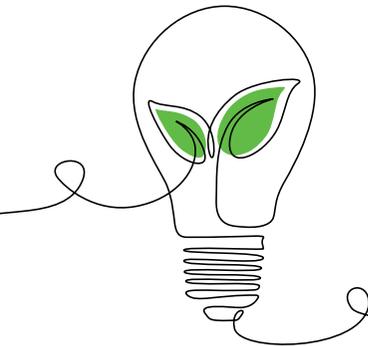
light bulbs discounted in 565 retail stores

*~287,000 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.



2023 achievements

~371,000

participants reached*

\$18 million

in bill savings for customers

92 million

gallons/year of water savings

524,000

metric tons of
CO₂ avoided

1,404 GWh

gross energy savings
toward Virginia Clean
Economy Act (VCEA)

*~287,000 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 comprehensive home energy assessment and incentives for installing measures that reduce residential heating and cooling costs. Not only do these measures assist in financial benefits but also 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.

By combining energy efficiency measures and solar solutions, we aim to ease the financial strain while promoting sustainable energy practices.

\$16 million+

in rebates issued to customers in 2023

130

completed solar installation in 2023

8,900+

customers benefited from the energy conservation weatherization programs in 2023



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

customer comments



“With the new HVAC and the insulation we can already feel the difference in our home. It’s much more comfortable now.”

Kristan and Donovan Miskell,
Weatherization Program



“I really did not believe my husband when he said Dominion was not going to charge us for solar panels. I said no at first, and I called another solar company. But he kept insisting that we go through the Dominion program, and now I’m so glad we did.”

Fred and Faye Burgess,
Income and Age Qualifying
Solar Program Customer

residential programs

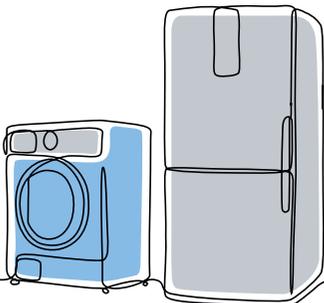
Residential programs are designed to reduce energy usage in the home, helping customers save money. We offer a range of options, including rebates for more energy-efficient appliances and assessments of home energy use. In 2023, we had 22 active residential energy efficiency programs, which accounted for nearly 72% of the gross annual savings achieved. Additionally, our popular Virtual Audit program allows customers to complete an energy audit online, and receive energy saving recommendations and a no-cost efficient products kit to install in their home.

22

residential energy efficiency programs were active in 2023

72%

of gross annual savings achieved in 2023





customer testimonials

“Very educational program. Helped me understand what I needed to pay attention to and the improvements needed to increase energy savings. Many thanks!”

Customer, Virtual Audit Program

“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

Non-residential energy efficiency programs cater to the energy needs of both small and large businesses. The Small Business Improvement Enhanced program, which has been popular since its inception in 2016, equips small business owners with the tools needed to effectively reduce their energy consumption. Additionally, other well-received programs including the Non-Residential Prescriptive Enhanced program and the Non-Residential Lighting and Controls program, help our customers upgrade equipment, save on their electric bills and contribute to environmental benefits.

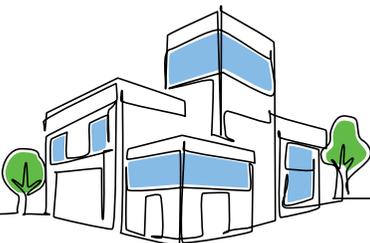
~27%

of gross annual savings achieved in 2023

~\$20.5 million

in rebates issued, with over 2,200+ participants in 2023

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 studies

CUSTOMER:

EAT Restaurant Partners

OPPORTUNITY:

Chris Tsui, the owner of EAT Restaurant Partners, participated in Dominion Energy's Small Business Improvement program when he learned it could help benefit his restaurants. Chris communicated with Dominion Energy's partners to help guide through the eligibility and sign-up process and completing the building assessment for 14 restaurants.

Through the Small Business Improvement program, Chris was able to focus on his own business, reduce cost, and get a better bottom-line. The restaurants replaced hardware with more efficient equipment. The process was streamlined by a Dominion Energy representative by showing what was needed and explaining the steps it took to convert to a cleaner and more efficient environment.

OUTCOME:

EAT Restaurant Partners enrolled 14 of their restaurants in the Small Business Improvement Program. Each location received an HVAC tune-up, updates to their duct sealing, and conversion to LED light bulbs. Turnaround time for each restaurant was just one day. These improvements help reduce energy usage and help save on utility bills.

Currently, EAT Restaurant Partners have enrolled 12 of their restaurants in the Commercial Engagement program. This program allows business owners and facility managers to take control of their energy usage through building assessments, access to an online engagement portal, and ongoing support from energy efficiency experts. With the programs and this knowledge, EAT Restaurant Partners can focus on their core business while saving on utility bills.

TESTIMONIAL:

"Dominion's Energy Conservation Program is really helpful for small businesses like mine. Being a part of this program, you can reduce your costs, get a better bottom line, and focus on your own business without worrying about utility costs as much."

Chris Tsui, Owner of EAT Restaurant Partners

looking ahead

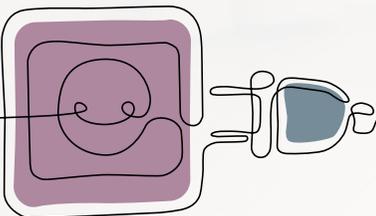
The Income and Age Enhanced Bundle program provides qualifying customers an assessment and access to additional measures such as LEDs, numerous ENERGY STAR® appliances, heat pump water replacement, door film, and window film.

Residential customers have the opportunity to earn rebates by adjusting their energy usage during peak demand periods through participation in the Peak Time Rebate program.

Non-residential customers benefit from programs such as the Data Center & Server Rooms Program. This program installs energy efficient equipment such as AC systems, air handling units, Uninterruptible Power Supply (UPS) systems, and custom airflow measures. Additionally, the Hotel & Lodging Program tailors energy saving measures to address the unique challenges experienced by this industry.

We are excited at the opportunity to prolong programs that are set to conclude in 2024, these programs were approved by the Virginia State Corporation Commission in July 2024. The Non-Residential Midstream Energy Efficiency Products program will be extended with additional new measures. We will also reintroduce the Non-Residential New Construction and Residential New Construction, Residential Smart Thermostats Purchase, and Residential Smart Thermostats Demand Response programs.

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







more information

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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