



Actions Speak Louder

# Building a Cleaner Future for Our Customers and the World



2019 Sustainability and Corporate  
Responsibility Report

## Letter from the Executive Chairman

**At Dominion Energy, our vision is clear: We are building a clean and sustainable energy future.**

To get there, we are re-examining and transforming every aspect of our business — from the poles in the ground to the people we hire to the very assets that we own and operate.



- **We set a goal of net zero carbon and methane emissions by 2050** — for both our electric and our natural gas businesses.
- **We are investing aggressively in renewable energy production and other emissions reduction programs.** In addition to wind, solar, and energy storage investments as described below we are exploring technologies such as carbon capture, and carbon-beneficial renewable natural gas. We are reducing our methane emissions by modernizing our gas distribution pipelines.
- **We are developing the largest offshore wind project in the Americas**, 27 miles off the Virginia coast. When finished, it will be able to power more than 650,000 homes at peak output.
- **We have the third-largest solar portfolio** among utility holding companies in the United States— and we are adding more capacity all the time. In Virginia alone, we plan to add [nearly 16,000 megawatts of solar](#) over the next 15 years — a nearly 40-fold increase from our current capacity.
- **We have the largest “battery” in the world** — a pumped-storage hydroelectric facility in Virginia — and we are exploring locations for others.

## Letter from the Chairman

- **We are innovating every day**, because we know that while we can draw pride from the past, we need ingenuity to build the future. So we are not only embracing change, we are driving it forward.
- **And we are evolving our strategic focus to reflect the value of our industry-leading clean energy profile.** In July of 2020, we announced the sale of substantially all of our natural gas transmission and storage assets, strategically repositioning the company toward “pure-play” state-regulated, sustainability-focused utility operations. At the same time, in the face of continued legal and regulatory uncertainty, we and our partner, Duke Energy, cancelled development of the Atlantic Coast Pipeline.
- **But we are not stopping there. We intend to go beyond net zero** by helping other sectors of the economy reduce their emissions, from transportation and industry to agriculture. We have launched one of the most ambitious electric school bus programs in the country — and the largest renewable natural gas partnership in the United States. We are exploring investments in electric vehicle charging and associated infrastructure.

We are making these and other changes while staying focused on our core mission: to safely deliver reliable and affordable energy to our customers.

And when we say this transition will be sustainable, we mean that in every sense — and for everyone. The transition to a clean-energy economy might be disruptive, but it must be equitable. To help ensure that it is, we engage with a variety of organizations that help train workers for the energy industry of tomorrow. We will not leave people behind.

**That is why we have set firm goals for diversity in hiring.** We have made great strides in recent years. But we can do more, and we will. We have set a goal of increasing diverse workforce representation by 1 percent annually until we reach 40 percent. Diversity is both a moral imperative and a competitive advantage: Companies that are diverse are more successful.

**And we remain committed to doing good** in the communities where we live and work. In 2019 we contributed \$48.5 million to worthy causes — from the International African American Museum in Charleston, S.C., to veterans who are making the transition from military to civilian life. And our employees donated 131,000 hours to volunteer efforts. We have been doing good works for more than a century. That kind of long-term dedication builds a lot of muscle memory.

## Actions Speak Louder®

**When the coronavirus pandemic struck**, we flexed those muscles and leaned into the work of combatting the spread of the contagion and helping those affected by it. We suspended service disconnections, provided face masks for critical-care providers, donated \$1.1 million to relief efforts, extended medical benefits for our employees, and more.

Much of this report concerns the ways Dominion Energy tries to improve the common good — by protecting the environment, helping those in need, and serving the communities where we live and work. Our company’s core value of ethics calls us to these pursuits. We also believe serving others reduces risk and creates shareholder value, because we know companies do better in societies that are doing well.

That is why we committed \$5 million to social justice, equality, and community rebuilding in the wake of the killing of George Floyd in Minneapolis. In addition, we launched a six-year “HBCU Promise” initiative, committing \$25 million to support historically black colleges and universities and another \$10 million to provide scholarships to underrepresented minority students. As the coronavirus pandemic also has illustrated, we are all in this together. And “together” is how we at Dominion Energy intend to move toward the brighter future that lies ahead.

Sincerely,

**Thomas F. Farrell, II**

EXECUTIVE CHAIRMAN

## Looking Forward

This Sustainability and Corporate Responsibility report provides data, commentary, and analysis that reflect our operations as of December 31, 2019.



As with nearly all corporate reporting, there is an element of being “out of date” immediately upon disclosure. Given the accelerating rate of change all around us, this is even more true than in the past. We are looking and will continue to look for ways to increase the timeliness of providing transparent, comprehensive, and responsive reporting.

Of course, much has happened since December 31, 2019 — in the world, in the United States, and at our company. As you evaluate this report, we welcome you to consider several major recent developments that materially impact our forward-looking sustainability and corporate responsibility profile and are not captured in the 2019 commentary and data:

- A new and industry-leading commitment to achieve **net zero** carbon and methane emissions across electric and gas operations by 2050
- The passage of the **Virginia Clean Economy Act**, a Virginia law that provides a robust policy framework that will radically transform our electric generation fleet and reduce emissions via investment in zero-carbon generation and energy storage technologies

- The announced sale of substantially all our natural gas transmission and storage segment assets which **strategically repositions** our company to focus on our state-regulated, sustainability-focused utility operations (as described below)
- The **coronavirus pandemic** and Dominion Energy’s response to it; and
- The **civil-rights awakening** sparked by the recent deaths of George Floyd and others.

All of which are addressed herein.

## Looking Forward

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### Strategic Repositioning Via Sale of Gas Transmission & Storage Assets

In July of 2020 we announced the sale of substantially all our Gas Transmission & Storage business.

This strategic repositioning will allow the company to focus on its state-regulated, sustainability-focused utility operations as well as highlight the value of our increasingly “green” energy profile — something frequently emphasized by investors and stakeholders alike.

Based on our electric utility integrated resource plan filings, we forecast that by 2035, around 70 percent of the electricity generated by our system will be zero-carbon — a significant increase from today. Our efforts to reduce emissions across our natural gas utility operations combined with our significant investment totaling hundreds of millions of dollars in renewable natural gas, will further support our progress toward our net zero targets. In fact, over the next 15 years, we plan to make significant investments on projects that will reduce our emissions footprint across the company.

Taken together, these recent developments mean that our company profile is already starting to shift from what this report portrays. We have accelerated the execution of our vision of building a clean and sustainable energy future. In doing so, we have ensured not only that our company’s future will look markedly different not only from its past, but markedly different from even its very recent past.

In short, because this report is backward-looking, it is important to note here what we consider the most salient aspect of Dominion Energy: We have used the past few months to set the company on a trajectory for strong growth and greater sustainability in the years to come.

Our Company

## About Us

Actions speak louder. By embracing change and leaning into innovation, we are transforming the way we do business to build a more sustainable future for the planet and for our customers, employees and communities.

3rd

**LARGEST SOLAR PORTFOLIO**

among utility holding companies

57%

**REDUCTION**

in carbon emissions since 2005

### WHAT YOU SHOULD KNOW

**A Fortune 500 company serving more than 7 million customers in 20 states.**

**Carbon emissions cut by 57% since 2005, and methane emissions cut by 25% from 2010-2019, with more to come.**

**Committed to net zero carbon and methane emissions by 2050.**

**Largest offshore wind farm in the Americas under development.**

**Largest renewable natural gas partnership in the U.S.**

**Ranked among the best utilities for women and diversity.**

Our Company

About Us

## At A Glance

More than [7 million customers in 20 states](#) energize their homes and businesses with electricity or natural gas from Dominion Energy (NYSE [D](#)), headquartered in Richmond, Va. The company is [committed to sustainable, reliable, affordable and safe energy](#) and to achieving net zero carbon dioxide and methane emissions from its power generation and gas infrastructure operations by 2050. Please visit [DominionEnergy.com](#) to learn more.

### We Are THE National Leader in:



Offshore Wind



Electric School Buses



Renewable Natural Gas (RNG)



Energy Storage



Methane Emissions Reduction



Coal Ash Remediation

Our Company

About Us

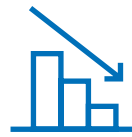
We Are A National Leader in:



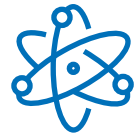
Safety



Low Rates



Carbon Emissions Reduction



Nuclear Relicensing



Veteran Hiring



Solar Generation

Key Stats

(as of December 31, 2019, unless otherwise noted)

Environmental

85%

of **energy generation** comes from either clean energy sources such as nuclear, renewables and hydro, or natural gas-fired generation that supports renewables

3rd Largest Largest

**Solar Fleet** in operation or development among utility holding companies

Largest

**Offshore Wind Farm** under development in the United States — 2,640 megawatts, enough to power 650,000 homes at peak output — with plans to double that by 2035

Largest

**Renewable Natural Gas** partnership in the U.S.



Our Company

About Us

Environmental

Largest

Electric School Bus program in the nation

42+M

(million) metric tons of carbon reduced from our power fleet since 2005

1.2+M

(million) metric tons of methane emissions prevented from entering the atmosphere in our gas business since 2010, of which over 260,000 metric tons were the result of voluntary efforts

4,600 MW

of solar generation in operation or development – enough to power 1.1 million homes at peak output<sup>2</sup>

40,000+

acres of open space managed as habitat suitable for birds, bees, and other pollinators

<sup>2</sup>All values are at Dominion Energy percentages, and include projects under exclusivity/diligence, development, construction, and operation. Figures exclude projects that have power-purchase agreements with Virginia Electric and Power Company or Dominion Energy South Carolina, Inc. as offtake (that is, not owned by Dominion Energy).

Social

\$48.5M

contributed to community causes in 2019, including:

\$2.2 million contributed to match employee gifts and recognize personal volunteer service.

\$2.5 million gift to International African American Museum in Charleston, South Carolina.

\$21.2 million in Dominion Energy Charitable Foundation contributions for critical community needs, education, and more.

131,000

hours of volunteer time donated by company employees

\$750+M

spent with diverse suppliers

843,000+

individuals and families helped with energy bills since 1982

13,000

home weatherizations since 2015

Best Year

in safety

Our Company

About Us

Financial

**\$103.8B**

in **total assets**

**#197**

on the **Fortune 500**  
(as of May 20, 2020)

**\$16.6B**

**total operating revenue**

**\$69.4B**

**market cap** as of year's  
end

Governance

**31%**

of the **Board of Directors**  
**are diverse**

**7.9**

**years average tenure**  
(as of March 2020)

**8 of 13**

have professional experience  
in **environmental matters**

**7 of 13**

have professional  
experience in **innovation  
and technology**

Standing  
Board  
Committee

devoted specifically  
to **sustainability and  
corporate responsibility**

**Our Company**

About Us

# Operating Groups\*

\*As of September 1, 2020; excludes Corporate & Other

## 2019 Earnings % by Primary Operating Segment



- 46 percent of 2019 operating earnings
- Electric generation, transmission, distribution
- 2.6 million customer accounts in Virginia and North Carolina



- 24 percent of 2019 operating earnings
- 1.1 billion cubic feet of natural gas storage
- 10,400 miles of pipelines and a liquefied natural gas terminal



- 12 percent of 2019 operating earnings
- Four gas distribution companies and our renewable natural gas business
- 3 million customer accounts in six states



<sup>3</sup>In July of 2020 Dominion Energy announced the sale of substantially all of its Gas Transmission & Storage business.



- 11 percent of 2019 operating earnings
- Vertically integrated electric and gas utility
- Electric generation, transmission and distribution, and gas distribution



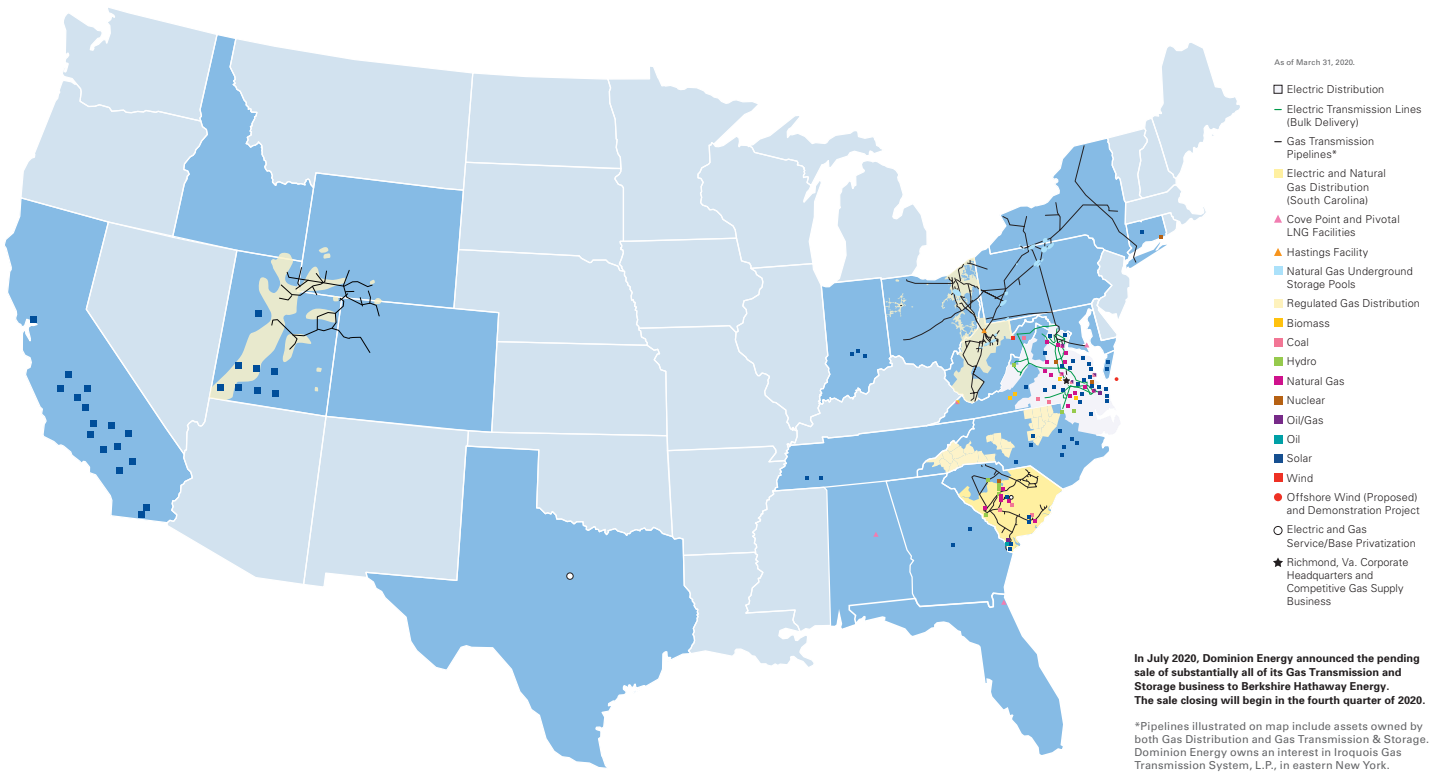
- 7 percent of 2019 operating earnings
- Long-term contracted solar
- Nuclear generation
- 50 percent interest in Cove Point



Our Company

About Us

**Where We Work**  
(as of March 31, 2020)



## Awards and Recognition

**World’s Best Employers 2019**

*Forbes*

**Best Employers for Diversity 2020**

*Forbes*

**America’s Most Responsible Companies 2020**

*Newsweek*

**Perfect score (100) on the Human Rights Campaign’s Corporate Equality Index**

**“Trendsetter” award for political disclosure and accountability**

from The Center for Political Accountability and the Zicklin Center for Business Ethics Research at the University of Pennsylvania

**Flame Bearer of Education Award**

Virginia United Negro College Fund

**“Best for Vets” for 10th consecutive year**

*Military Times*

**Top Veteran-Friendly Company 2019**

*U.S. Veterans*

**Top Supplier Diversity Programs 2019**

*U.S. Veterans*

**Top Utility 2020**

*Black EOE Journal*

**Top 10, “Military Friendly Employers”**

*G.I. Jobs*

**“Military Friendly Spouse Employer”**

*G.I. Jobs*

**A- / Leadership Score in 2019 Climate CDP Report**

(for 2018 performance)

**A / Leadership Score in 2019 Water CDP Report**

(for 2018 performance)

**Third-most-admired company in power sector for 2020**

*Fortune*

**Emergency Response Award (January 2019, for Tropical Storm Michael in 2018)**

from the Edison Electric Institute

**Emergency Recovery Award (January 2020, for Hurricane Dorian in 2019)**

from the Edison Electric Institute

**#Hes4Shes Award for advocacy of and support for women-owned businesses**

from the Women’s Business Enterprise National Council

**DC Done Deals Corporate Opportunity Award**

Women Presidents’ Educational Organization

**American Gas Association Safety Achievement Award for Employee Safety**

earned by Dominion Energy West Virginia; Dominion Energy South Carolina; Dominion Energy Ohio; Dominion Energy Carolina Gas Transmission; Dominion Energy Questar Pipeline; Dominion Energy Transmission

**American Gas Association Industry Leader in Accident Prevention Award**

earned by Dominion Energy Ohio and Dominion Energy Utah-Wyoming-Idaho

**American Gas Association Safety Achievement Award for Vehicular Safety**

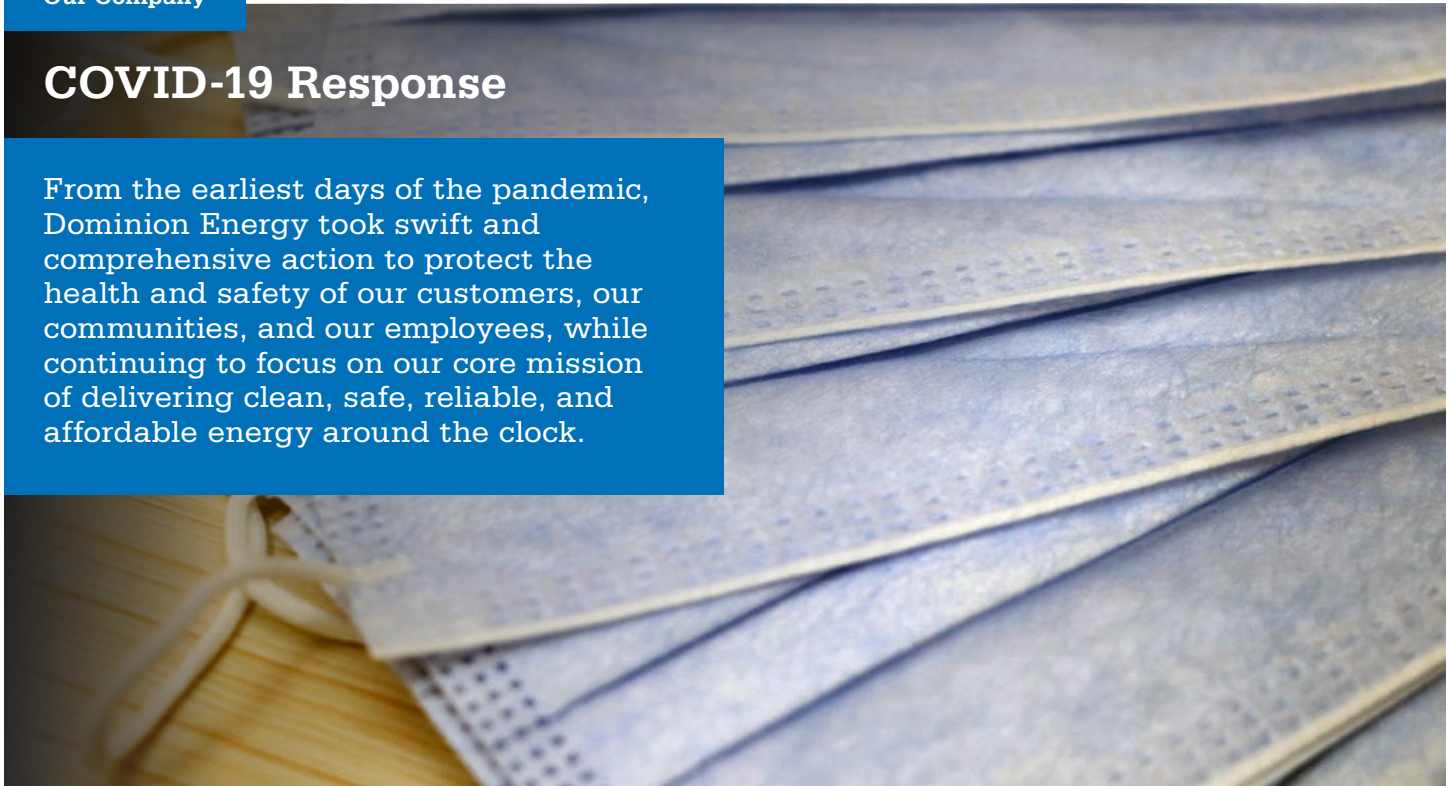
earned by Dominion Energy Carolina Gas

**“SunRiser” Award (for the third year running) for Dominion Energy South Carolina**

from the Southern Alliance for Clean Energy

## COVID-19 Response

From the earliest days of the pandemic, Dominion Energy took swift and comprehensive action to protect the health and safety of our customers, our communities, and our employees, while continuing to focus on our core mission of delivering clean, safe, reliable, and affordable energy around the clock.



### WHAT YOU SHOULD KNOW

**As soon as the first U.S. case of COVID-19 was identified, we began preparing our response.**

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**We suspended service disconnections and took other steps to ease economic distress among our customers.**

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**We enacted extensive measures to protect our employees' health and expanded employee benefits to help workers cope with disruption.**

## COVID-19 Response

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While infections from the novel coronavirus did not reach the U.S. until 2020, the effects of the pandemic were so profound, and the required countermeasures so extensive, that waiting to detail Dominion Energy's response until next year's sustainability report seemed ill-advised. We have therefore provided the following summary.

### Swift Action

From the start, our company took strong measures to protect our employees, our customers, and the communities in which we operate. We:

- Updated and tested our pandemic and business-continuity plans;
- Provided extra cleaning and disinfecting supplies to all our facilities;
- Established contracts and supplies to "fog" all facilities with presumed-positive employee or contractor exposure within 24 hours;
- Contracted with medical partners to provide proactive COVID-19 testing for our employees;
- Reminded employees constantly about simple hygiene habits to prevent the spread of all viruses;
- Provided Dominion Energy branded masks, neck gaiters, and no-touch tools for employees' protection;
- Limited outside visitors to our facilities;
- Required vendors and contractors to complete health assessments before entering our facilities;
- Restricted travel; and
- Required those who had traveled abroad to notify the company.



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“Companies like Micron, Home Depot, and Dominion Energy have donated tens of thousands of PPE — and to those folks, I say thank you.”

**Virginia Governor Ralph Northam**

March 27, 2020

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## Customers and Communities

As soon as the gravity of the situation became apparent, we took the following steps to help our customers and communities:

- Suspended disconnections for non-payment during the emergency and reconnected customers previously disconnected due to nonpayment (as of July 25, 2020, Dominion Energy had refrained from disconnecting more than 155,000 customers and reconnected almost 2,000 residential customers);
- Reconnected customers previously disconnected due to non-payment;
- Waived late fees;
- Encouraged contact with our customer-service centers;
- Shared conservation tips to help save on energy costs while working from home;
- Encouraged customers facing financial difficulties to contact us so we could provide assistance on a case-by-case basis;
- Made N95 masks available to help critical-care providers in the areas where we do business;
- Procured over 65 percent of personal protective equipment from small, local, and diverse suppliers;
- Donated more than \$1 million to help nonprofit organizations provide coronavirus relief efforts; and
- Worked with state and federal agencies and our largest customers to help identify temporary medical facilities, if such facilities are needed.

Throughout, we continued to focus on our core mission of delivering safe, reliable energy around the clock, no matter what obstacles might arise. In the midst of the pandemic, nature also pummeled some communities we serve in other ways. In mid-March, the largest earthquake in three decades struck the Salt Lake City area in Utah, leading to a 20-fold increase in service calls. Our employees responded quickly and worked tirelessly to ensure continued service. Despite the magnitude of the earthquake, surveys found zero material gas leaks.

In mid-April, powerful tornadoes ripped through South Carolina. It was the most prolific day of tornado activity in four decades, and included the most powerful tornado since 1995. At least nine people were killed, and 72,000 customers in our service area lost power. Despite the obstacles posed



In April 2020, more than 75 Dominion Energy employees volunteered to make face masks for colleagues working in the field, in close quarters, or directly with customers.



## COVID-19 Response

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by the pandemic, Dominion Energy South Carolina restored power to 94 percent of customers within 24 hours and 100 percent of customers within 60 hours.

Many of our employees also undertook their own efforts to ease the burden of the pandemic. For example, Sarah Peyton, a supervisor at our North Anna Power Station who enjoys photography, helped students from Louisa County High School in Virginia preserve memories of their pared-down graduation ceremony. Health coach Leesa Stout sewed masks for Lexington Medical Center in South Carolina. Dina Qureshi, an engineer in Ashburn, Virginia, learned to sew so she could make masks for local health care workers. And many other employees joined a company-led effort to make masks as well.

### Protecting and Helping Employees

Starting March 16, 2020 — before any states' stay-at-home directives took effect — Dominion Energy required all employees who could work from home to do so and ensured that all such employees had the necessary technology and connectivity to do so. Around the same time, we also:

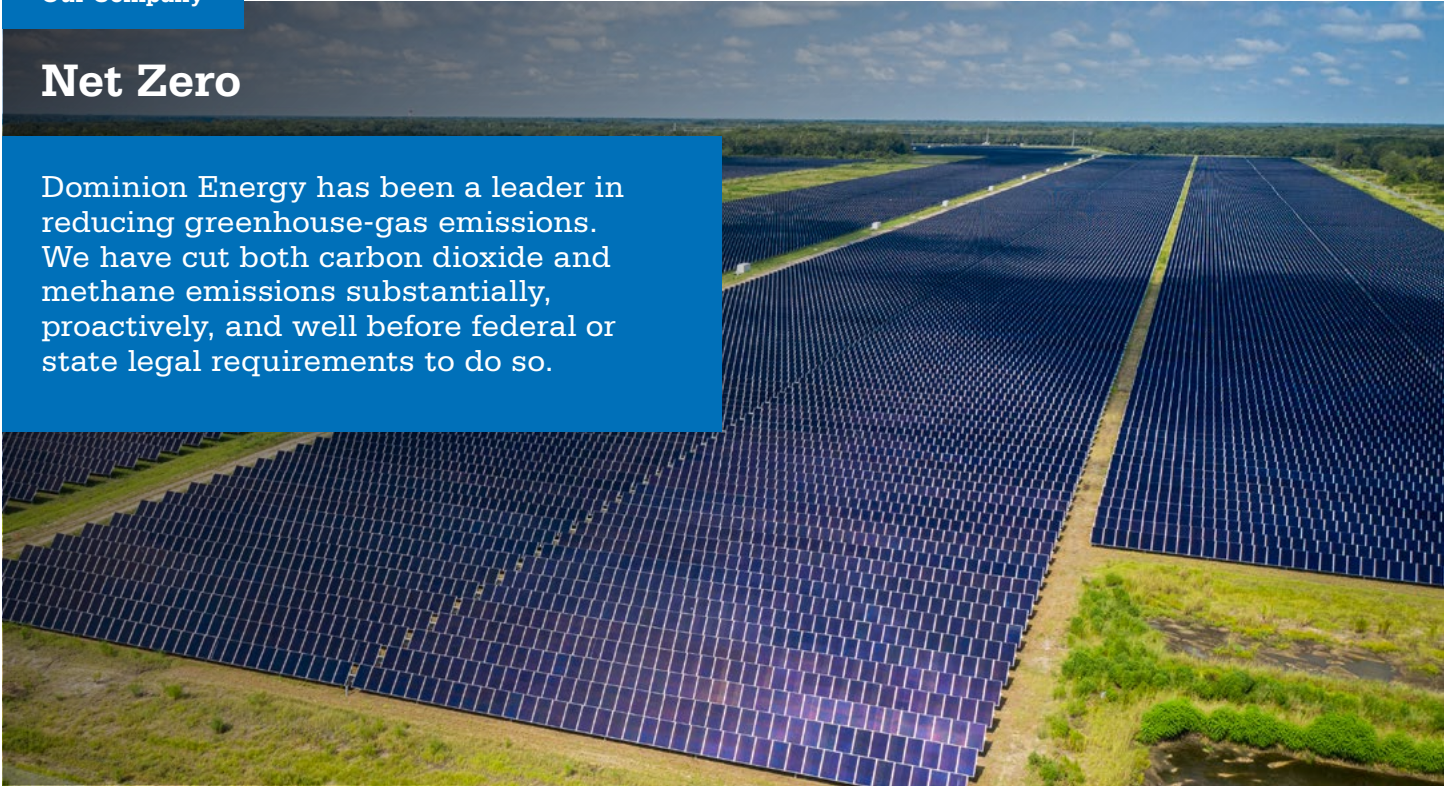
- Established frequent communications with employees through multiple media;
- Provided an additional 80 hours of paid leave to all employees who needed additional time for health or child-care reasons related to the pandemic;
- Approved policies to protect employees who had to enter customers' homes;
- Established a relief fund to help employees and interns with extraordinary costs stemming from natural disasters, including pandemics;
- Cancelled our annual "Family Fun Days" event and redirected a portion of the money set aside for the event to the relief fund;
- Provided free telemedicine service under the health plan for consultation with a doctor from any location — helping to avoid overburdening the health care system;
- Offered full coverage for all coronavirus testing costs under the Dominion Energy health plan;
- Made possible virtual professional development opportunities and volunteer opportunities, both internal and external, within social distancing guidelines;
- Greatly expanded online learning options;

- Established a virtual-internship program to maintain our commitment to 2020 interns and ensure the continuity of our workforce development plan of attracting and developing talent;
- Rolled out a "Flexible Leader Toolkit" containing training resources for leaders on how to lead virtually; and
- Granted employees whose personal needs made full-time work difficult the ability to convert to part-time status or take extended leave without pay — with benefits — for up to 90 days with the peace of mind that their jobs would be secure upon their return.

Throughout the pandemic we kept critical operations running and continued to provide clean, safe, reliable, and affordable energy to our customers. We also learned valuable lessons and gained useful experience in crisis management, which should make our response to future emergencies even more nimble and effective.

## Net Zero

Dominion Energy has been a leader in reducing greenhouse-gas emissions. We have cut both carbon dioxide and methane emissions substantially, proactively, and well before federal or state legal requirements to do so.



As we have lowered emissions — sometimes further and faster than our own self-imposed targets required — we have re-evaluated our goals to see how much more we might achieve. In early 2019, we set new, more ambitious targets: a 55 percent reduction in carbon emissions by 2030 (from a 2005 baseline) and a 50 percent reduction in methane emissions by 2030 (from a 2010 baseline). In addition, we aimed to cut carbon emissions 80 percent by 2050.

Continued analysis in 2019 led to a new target that we announced in early 2020: net zero emissions by 2050. This goal covers carbon and methane from both our electricity generation and natural gas operations in all the states where we do business.

In announcing the sale of substantially all of our gas transmission and storage assets, we expect to immediately upon closing reduce the emissions profile of our natural gas business by 50 percent.

As we work toward net zero emissions by 2050, we also will focus on near-term progress. Under net zero, the company will reduce methane emissions 65 percent by 2030 and 80 percent by 2040 (from 2010 levels). Further, the company has committed to invest in carbon-beneficial renewable natural gas (RNG) projects that will capture an amount of methane

**Our Company**

**Net Zero**

from U.S. farms equivalent to any remaining methane and carbon dioxide emissions from the company’s natural gas operations, making Dominion Energy’s gas infrastructure business net zero 10 years before the overall company.

To reach these goals, in the near term we will seek extension of the licenses of our zero-carbon nuclear fleet in Virginia, rapidly expand wind and solar, invest in carbon-beneficial renewable natural gas, expand our industry-leading methane emissions-reduction programs, and use low-carbon natural gas to support the integration of wind and solar into the grid by mitigating intermittency issues and ensuring around-the-clock reliability as higher-carbon coal- and oil-fired facilities are phased out.

These changes will accelerate the company along a trajectory we have traveled for more than a decade. In 2005, our enterprise-wide power generation involved approximately 35 percent zero-carbon sources. Based on current forecasts, we project that the total share of zero-carbon generation should rise to around 70 percent by 2035.

Over the long term, net zero will require supportive legislative and regulatory policies, advancements in technology, and broader investments across the economy. This includes investments in large-scale battery storage, hydrogen, advanced nuclear technology, and carbon capture. A more refined pathway will be laid out in Dominion Energy’s next Climate Report, development of which is in process.

While we are not the first utility to set a net zero goal, we are among the largest and most operationally diverse to do so for both electric and natural gas operations. Moreover, we consider it imperative that our goal, and the means by which we propose to reach it, be credible. Above all, that means that we will always pursue it with our customers in mind. Our customers expect a clean environment. They also expect safe, reliable, and affordable energy. We intend to meet all of those expectations.

We also propose to reach our goal without imagined quantum leaps in technology. The technological improvements we anticipate are extrapolations from existing applied science, such as battery storage and carbon capture, that have already been proven.

Under net zero, we do not propose to eliminate all greenhouse-gas emissions. Rather, we will prevent emissions to a technologically and economically feasible point, and net out any remaining emissions through a combination of

**Enterprise-wide Generation (MWh)**

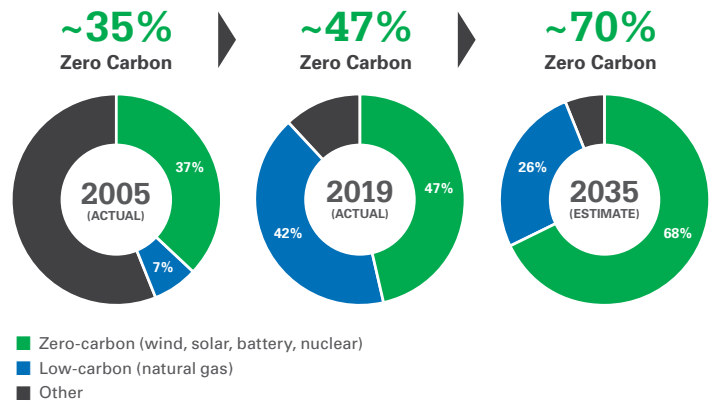


Chart incorporates the following assumptions:

- Enterprise-wide generation (MWh) includes Contracted Generation, Dominion Energy South Carolina (DESC) and Dominion Energy Virginia (DEV)
- DEV forecasted generation mix assumes VA IRP Plan B filed in May 2020
- DESC forecasted generation mix assumes DESC IRP Plan RP2
- Contracted Generation assumes generation mix is the same 2019 actuals

## Net Zero

carbon-beneficial technologies (such as renewable natural gas) and other verifiable methods, including reforestation. Likewise, we do not expect every business segment to attain net zero emissions — but some will go beyond net zero, so that Dominion Energy as a whole will attain net zero enterprise-wide.

Furthermore, we intend to be fully accountable for our performance. As we work toward the 2050 goal, we will be open and transparent about the progress we are making through regular public disclosures. That includes transparency in the form of our required Integrated Resource Plans, which we file in Virginia, North Carolina, South Carolina, and Utah. In addition, our emissions commitments are outlined in this annual Sustainability and Corporate Responsibility report. We also make disclosures as a member of the One Future coalition and through other information we share voluntarily with the U.S. Environmental Protection Agency (EPA) and non-profit organizations, such as CDP.

While Dominion Energy’s net zero goal aligns with recent developments in public policy, including the Virginia Clean Economy Act (which became effective in July 2020), our clean-air commitments, including net zero, preceded such legislation. Rather than drive our commitments, the increasing focus on addressing climate change reflect the soundness of the company’s long-term strategy and its values-driven approach to doing business. And although we did not set out with the aim in mind when we developed our long-term strategy, our strategy has helped ensure that we would be ready to meet evolving public policy requirements and new compliance targets. In the coming months we plan to issue a Climate Report that will further refine a roadmap to net zero emissions and analyze the business risks presented by different climate and climate-policy scenarios.

For further explanation of our approach to net zero and the business initiatives we have launched as part of it, see the [“Environment”](#) section of this report.



While we are not the first utility to set a net zero goal, we are among the largest and most operationally diverse to do so for both electric and natural gas operations.

## Values, Ethics & Compliance

At Dominion Energy, everything starts with clear values. Doing the right thing is a constant thread woven throughout the fabric of our culture — one that we keep front of mind through intentional effort. Maintaining the trust of investors, customers, regulators, and other stakeholders is crucial. We know actions speak louder than words, so we deliver on our commitments.



### WHAT YOU SHOULD KNOW

**Our company is driven by five core values: Safety, Ethics, Excellence, Embrace Change, and One Dominion Energy.**

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**Our values are not just slogans on a wall; we live them every day.**

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**We have rigorous systems in place to ensure compliance with laws and regulations.**

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**When we fall short of our high standards, we are usually the first to say so — and we remedy our shortcomings.**

## Our Values



**Safety**



**Ethics**



**Excellence**



**Embrace  
Change**



**One Dominion  
Energy**

Five core values guide the people of Dominion Energy: Safety, Ethics, Excellence, Embrace Change, and One Dominion Energy — our term for teamwork. These values define who we are. They form the basis of our company culture, set the course for our actions, align our culture and strategy, and create the environment for long-term success.

We reinforce these values through management tone and oversight that start at the top. New employees learn them on day one. They are continually modeled and reinforced throughout the company and throughout everyone’s career. For example, we begin meetings with a safety message; our employees coach one another on safe work habits; and incentive compensation is contingent upon company-wide safety performance.

Values, Ethics & Compliance

Our Values in Brief



**Safety**

Safety is our highest priority — in the workplace and in the community. The work we do can be dangerous. So our first and fundamental goal is to send every employee home safe and sound, every day. That is the only acceptable standard of performance.

**Ethics**

Integrity, individual responsibility, and accountability go hand-in-hand with bottom-line results. We cannot and will not take shortcuts to achieve our goals and fulfill our obligations to stakeholders. Ethical behavior matters, and our reputation depends on it.

**Excellence**

We set high performance standards and are committed to continuous improvement in all areas of our business. The odds of long-term success improve when we go beyond “good” and strive for “great.” Our aim is not to be the biggest energy company, just the best.

**Embrace Change**

Transformation and growth are the keys to long-term prosperity. A culture of receptivity to change and passion for innovation propels our company forward, ensuring that our stakeholders will continue to flourish and that our best days still lie ahead.

**One Dominion Energy**

It’s about teamwork. It is a unifying outlook that transcends organizational boundaries and focuses on our shared mission and purpose. We know that strong, sustainable performance depends on how well we support one another in executing our business plan.

Each of these values plays an integral role in sustainability — by safeguarding the health and welfare of our employees, communities, and environment; fostering trust between Dominion Energy and others; and ensuring that the company uses innovative strategies to safeguard the well-being of all our stakeholders, today and long into the future.

## Values, Ethics & Compliance

### Values in Action

Naming your values does little good if you don't also live them. At Dominion Energy, we take our values down off the wall and put them into action. Here are just a few of many examples from 2019.

#### Safety

In 2019, Dominion Energy reported an OSHA-recordable injury rate of 0.62 — a record-setting performance. That still equates to 128 workplace injuries, which is 128 too many: We will not rest until we reach and maintain zero. Some of our business units have done that: Dominion Energy West Virginia went 34 months without an OSHA-recordable incident, and our Ben's Run gas distribution office in Tyler County, W.Va., has gone 17 years without an OSHA-recordable incident. Dominion Energy South Carolina achieved a historically low OSHA rate of 0.54, despite the distractions created by integrating the former SCANA into our business. For our electric school bus program, we insisted upon safety belts in new buses even though they are not required by law.

#### Ethics

"Doing the right thing" covers a lot of ground. For example, each of our power generating stations performed a sustainability project in 2019, and every major generation construction project was reviewed for environmental-justice concerns. And for the second consecutive year, the nonpartisan Center for Political Accountability and the Zicklin Center for Business Ethics Research at the University of Pennsylvania recognized Dominion Energy as a Trendsetter — the top level for leadership in political disclosure and accountability.

#### Excellence

Elsewhere in this report, you will find a section listing various awards the company has won — for everything from our diversity efforts to our storm response. We don't do anything just for applause, but we are grateful when external validation confirms that our hard work is producing palpable results.

Among the awards the company received in 2019 was Engineering Project of the Year from S&P Global Platts for our Greenville Power Station in Virginia.

Internally, we also recognize employee innovation with the Chairman's Excellence Awards, which honor teams and individuals that use ingenuity and creativity to enhance the work we do every day.



Dominion Energy West Virginia employees pose beside a banner emphasizing the company's primary core value.

#### Embrace Change

Two thousand and nineteen proved to be a transformative year for Dominion Energy. We made vast changes to our generation fleet; implemented a series of exciting new clean-energy innovations; and launched a smart-home and security service. We are using sprint teams to explore emerging technologies and business models. After our Ohio and West Virginia operations piloted an Innovation Accelerator program that helped move ideas from conception to execution in 2018, the program was expanded in 2019, and Innovation Accelerators gathered for a summit during our 2019 Innovation Expo. These forward-thinking steps have positioned us well to embrace the additional changes we will be making as a result of the Virginia Clean Economy Act, legislation passed by the 2020 General Assembly aimed at reducing greenhouse-gas emissions over the next three decades, as well as those that will follow from the pending sale of substantially all of our gas transmission and storage business that was announced in July of 2020.

#### One Dominion Energy

On January 1, 2019, Dominion Energy and SCANA Corporation completed their proposed merger. In the time since, we have continued the work of integration, adopting the best of both companies to make the combined whole that much stronger. More than 200 change agents fanned across the company to support systems migration, and more than 140 workshops took place to consolidate information technology. We employ cross-functional sprint teams to explore the business opportunities of emerging technologies; the teams break down organizational silos and come from all areas of the enterprise.



## Ethics & Compliance

Dominion Energy will always follow the laws and regulations that govern our industry. After all, compliance is important and necessary — but we never consider it sufficient. A commitment to strong values is imperative. To reinforce that commitment, employees complete annual training in ethics and compliance. Employees also certify annually that any potential compliance items have been reported or are being addressed.

Dominion Energy maintains a comprehensive Ethics and Compliance Program to uphold the expectation that our leaders, employees, and suppliers act with integrity, respect, and good judgment — and in compliance with the law. Our Ethics and Compliance Program defines responsibilities through the [Code of Ethics and Business Conduct](#), provides resources and, when necessary, administers disciplinary action. The program has the following key elements.

### Management Oversight

The Board of Directors oversees the Ethics and Compliance Program through its Audit Committee. To oversee and support an enterprise-wide approach to managing critical compliance matters, the company's chief compliance officer has established a Compliance Council. Its members are senior officers representing our business units and key areas of responsibility. Additionally, the Ethics and Compliance team members work along with the Law Department, Regulatory Compliance, Corporate Security, and Human Resources to ensure that Dominion Energy follows all applicable laws, regulations, and company policies, and maintains high ethical standards in its business activities.

### Training

All employees, officers, and Board members receive annual training on the company's Code of Ethics and Business Conduct. New hires also receive this training. In addition, other interactive ethics and compliance training and education events are made available to leaders and employees throughout the year. The code requires employees to know and comply with all regulatory requirements that apply to their business areas. Those affected by various regulatory requirements receive training on federal and state codes and standards of conduct, and other applicable regulations. Compliance-related training is targeted to the

appropriate audiences and provides processes for employees to ask questions and seek additional guidance when needed.

### Advice and Guidance

The Ethics and Compliance Program receives numerous questions from employees seeking advice on ethical matters. Since a variety of scenarios can raise questions of ethical conduct, we encourage employees to ask whenever they are unsure about a situation, to avoid even the perception of a conflict of interest. Employees may, and do, use a dedicated email account to ask questions or seek guidance about ethical concerns and compliance issues.

### Reporting and Addressing Concerns

Employees have a duty to report any concerns whenever they suspect noncompliance, misconduct or illegality. In all cases, retaliation for good-faith reporting is strictly prohibited. We provide a variety of reporting options, including a dedicated, confidential compliance telephone line and website that allow employees who wish to remain anonymous the ability to do so. Employees also may report concerns by contacting the ethics and compliance staff and other appropriate personnel. Each year, we survey employees to help identify and address potential compliance concerns.

Dominion Energy stakeholders can report concerns by contacting the compliance line or by [communicating directly](#) with independent members of the Board of Directors. We categorize reported concerns by type of allegation to facilitate investigation by appropriate company representatives and review every question and concern to determine if it is covered under the Ethics and Compliance Program. This also promotes our ability to identify, monitor, and address any trends by category of allegation. A compliance attorney oversees all ethics and compliance investigations. Questions and concerns that raise ethical or compliance issues are investigated and resolved under the guidance of the program.

Values, Ethics & Compliance

## Supplier Code of Ethics and Business Conduct

Dominion Energy expects all suppliers to share our commitment to ethics and compliance. Our [Supplier Code of Ethics and Business Conduct](#) outlines these minimum expectations, including in the areas of human labor practices, responsible sourcing, and the health and safety of suppliers' employees. The code's main purpose is to promote lawful and ethical behavior in all of our business dealings.

In addition, we expect our suppliers to follow our company's guidelines in other important areas, including:

- Ethics and compliance;
- Health and safety;
- Human rights;
- Supplier diversity;
- Conflicts of interest;
- Business courtesies;
- Accounting and financial reporting;
- Regulatory requirements;
- Insider Trading;
- Environmental compliance and stewardship;
- Sustainability;
- International business conduct;
- Protection and proper use of Dominion Energy assets; and
- Antitrust.

## Political Participation

Dominion Energy bears a responsibility to a wide range of stakeholders. Those include our shareholders — the company's owners — as well as our employees, customers, contractors, and retirees.

These and other stakeholders depend on the company's long-term stability for their financial security. The decisions of local, state, and federal policymakers can affect our company's operations immensely, so we owe it to our stakeholders to stay abreast of political and policy developments that could affect the company's fiscal health,

and to exercise the constitutional right to petition government on our own and their behalf.

Some of the company's employees want to do even more. So Dominion Energy also operates a political action committee, or PAC. Participation is strictly voluntary and nonpartisan. Membership is open to eligible employees, the Board of Directors, and shareholders. The PAC aims to articulate the company's views at all levels of the political process.

## Transparency

In the interest of transparency, every year we voluntarily [report](#) the corporate political contributions we make to tax-exempt 527 and 501(c)(4) organizations, as well as the lobbying portion of trade association payments and dues. In addition, we disclose our political contributions on the website of the Federal Election Commission and the electoral board website of the states in which we contribute to state and local elections. Because of such efforts, the Center for Political Accountability recognized Dominion Energy as a trendsetter for [transparency and disclosure](#) with regard to political contributions.



## On Social Justice

**“Injustice anywhere is a threat to justice everywhere.”**

Dr. Martin Luther King, Jr. made that statement over 70 years ago. It is a powerful reminder that for men and women to live in society together, we all share a duty not to tolerate violence, hatred, prejudice, and discrimination no matter how they reveal themselves.



In 2020, our nation has been reminded that none of us is truly free and able to profit from the promise of equal justice until all of us are free. The tragic deaths of unarmed African Americans — including George Floyd, Tamir Rice, Breonna Taylor, and Ahmaud Arbery, among many others — have caused all of us to question what more we must do to make the promise of America real for everyone. In addition, these events have shined a light on the systemic racism and inequalities that still persist and threaten to unravel our American experiment.

Our company recognizes that our obligations as a corporate citizen extend beyond the bounds of simply engaging in prudent commerce. Our charge as a good corporate citizen is not just to avoid evil, but to do good and to improve our communities at every opportunity.

At Dominion Energy, we know that companies cannot be mere mechanisms of the market; they must have a broader purpose. And while the nationwide awakening that has taken place over the past few months is about something far greater than us, we know we cannot stand idly by as it unfolds. Our company’s core values call us to participate in solutions. To make things better.

We have always tried to do so, particularly when it comes to questions of equity.

- We have a formal Environmental Justice policy that calls for fair treatment and meaningful involvement of all people regardless of race, color, national origin, or income in siting and construction of our infrastructure projects.

- 31 percent of our Board of Directors and 71 percent of the CEO’s direct reports are diverse, and 29 percent of his direct reports are African American.
- We have contributed over \$48 million in 2019 and volunteered over 131,000 hours.
- We have an aggressive diversity recruitment strategy, through which we are steadily increasing the percentage of new hires who are diverse — with a goal of 50-plus percent of all new hires being women or underrepresented minorities from our service territories.

## On Social Justice

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For us, fairness is not a talking point, it is a non-negotiable. We put it into action. To cite just one example: Our Strategic Underground Program improves reliability by placing the most outage-prone power lines underground. Because we recognize that a lack of power can fall especially hard on the most vulnerable, the program has so far undergrounded a larger proportion of eligible mileage in lower-income areas compared to more affluent communities.

Likewise, we have undertaken the cause of expanding broadband into rural communities to help solve the problem of the digital divide that disproportionately limits opportunities for African American and LatinX communities in our digital economy.

We provide a best-in-class energy assistance program, EnergyShare, for our at-risk customers, but we don't just stop there. In one recent instance we provided financial assistance to a municipal utility so that it could avoid disconnecting its customers who have accrued past-due balances because of the hardship of COVID-19.

You can read more about those and other efforts in the body of this report. For us, such policies are standard operating procedure. Some might call them business as usual.

But the aftermath of George Floyd's death was not a business-as-usual moment. And we were determined not to treat it that way.

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As protests filled the streets, we convened a company-wide virtual town hall, where I was joined by a diverse group of leaders who led a conversation about the national movement emerging in the wake of George Floyd's death. It was a frank and emotional discussion. Our employees reported that it was educational, moving, and ultimately hopeful. But it is only a beginning.

While hard conversations are vital, they are not enough. So we took action by committing \$5 million for contributions to nonprofits focusing on social justice and equality and to help rebuild communities. We recognized Juneteenth as a planned Day of Service focused on social justice and equality, to bring our people together in support of one another and the community. And we committed \$35 million to advance higher education equity — \$25 million in support of historically black

colleges and universities and \$10 million in scholarships for African American and other underrepresented minority students. As we look ahead, we are exploring more opportunities for employees to help address the nation's unfulfilled promise of equal justice.

We are doing these things because we know that at its deepest level, sustainability is about ensuring that people — *all* people — have the means to flourish.

In order for people and our communities to flourish we must do all we can to protect the environment, to strengthen our communities, and to champion the right of every citizen to life, liberty, and the pursuit of happiness — regardless of race, gender, sexual orientation, or identity.

Dominion Energy intends to lead the way.

Sincerely,

**Carlos Brown**

SENIOR VICE PRESIDENT,  
GENERAL COUNSEL AND CHIEF COMPLIANCE OFFICER

## Governance and Risk Oversight

Most of what goes right with an enterprise — and most of what goes wrong with it — can be traced back to decisions made at the top. Good corporate governance and risk oversight ensure that Dominion Energy remains a reliable steward of the resources in our care and a trusted partner to our customers and communities.



### WHAT YOU SHOULD KNOW

**Ultimate responsibility for the oversight of company performance and strategic direction rests with the Board of Directors, including on sustainability and Environmental, Social and Governance (ESG) matters.**

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**The Board has a separate committee dedicated to sustainability and corporate responsibility.**

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**Dominion Energy has a firm commitment to human rights that is consistent with our company's core values and cuts across all our operations.**

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**We expect our suppliers to meet the same standards we impose on ourselves.**

## Governance Structure

Good corporate governance ensures that Dominion Energy remains a proficient and trustworthy steward of the resources entrusted to our care. This accountability goes hand-in-hand with our core values of Safety, Excellence, Ethics, Embrace Change, and One Dominion Energy and is essential to preserving the long-term sustainability of Dominion Energy for our shareholders, employees, customers, the communities in which we work, and the natural environment in which we operate.

At the top of the leadership pyramid sits the Board of Directors. It has a fiduciary duty to oversee the management of the company's business and uphold shareholder interests. Accordingly, our Board of Directors has oversight of the company's environmental performance and sustainability initiatives, along with our long-term growth strategy—which addresses the interests of shareholders and other stakeholders, including customers, employees, suppliers, our neighbors in the communities we serve, and the environment.

We have a well-rounded and diverse board in the broadest sense — one that reflects a diversity of gender, race, age, board tenure, professional experience, community involvement, skills, geography, and other attributes. In accordance with our Corporate Governance Guidelines, the Compensation, Governance and Nominating (CGN) Committee recommends director candidates who represent a mix of backgrounds and experiences that will enhance the quality of the Board's deliberations and decisions. For biographical information, including key experience, attributes, skills and qualifications, for each of our directors, see our [Proxy Statement](#).

The Board operates through four committees: Audit, CGN, Sustainability and Corporate Responsibility (SCR), and Finance and Risk Oversight. All four committees are composed entirely of independent directors, and we have an independent lead director who chairs the executive session of our independent, non-management directors at each regularly scheduled Board meeting.

The Board's structure and responsibilities are outlined in its Corporate Governance Guidelines, which also include the duties and responsibilities of our lead director and our director independence standards. The SCR Committee had its first full year in 2019, with each meeting agenda devoted to ESG matters. The meetings covered the company's charitable-contribution and community-service program,

environmental justice, ESG risk assessment, updates on carbon and methane emission targets, and other ESG-related matters. The SCR Committee also reviewed the SCR Report and received updates on the company's performance against its commitments.

During 2019, the full Board received reports on innovation, technology, and sustainability initiatives across the company, including offshore wind generation, renewable natural gas (RNG) projects, an electric school bus pilot project, and a company-wide workplace sustainability program, among other items. The chief environmental officer and chief innovation officer also provided reports to the full Board in 2019. The full Board will continue to discuss ESG matters at each regularly scheduled meeting.

We review our governance documents and policies regularly and propose changes whenever new rules or regulations are introduced; or whenever changes are consistent with good governance practice and in the best interests of our company and our shareholders.

The Corporate Governance Guidelines, each committee's charter, and other governance policies can be found on our [Governance webpage](#).

Stakeholders may contact our non-management directors by [clicking here for more information](#).

OR at

**Board of Directors**  
**c/o Corporate Secretary**  
**Dominion Energy, Inc.**  
**P.O. Box 26532**  
**Richmond, VA 23261**

## Sustainability and Corporate Responsibility Committee

In 2018, the Board formed the Sustainability and Corporate Responsibility Committee, which assists the Board by:

- Overseeing strategies, activities, and policies regarding environmental sustainability, human talent management, corporate social responsibility, and public issues of significance and related innovation matters that may affect the company's stakeholders;
- Reviewing sustainability and corporate responsibility reports and similar communications and reporting to stakeholders on environmental and social responsibility initiatives and activities;
- Reviewing sustainability targets and receiving progress reports on achieving those commitments; and
- Overseeing the company's initiatives to support innovation, technology, and sustainability.

## Human Rights

Dominion Energy believes every person has a right to be treated with dignity and respect; to exercise autonomy and self-determination; to receive fair and equal treatment; and to work in a safe and supportive workplace regardless of individual attributes or membership in a demographic class. This commitment to human rights is consistent with our company's core values and cuts across all of our operations. It has earned Dominion Energy a perfect score on the Human Rights Campaign's Corporate Equality Index, as well as recognition as a top employer for diversity and for women.

## Workplace Expectations

Dominion Energy demands a humane workplace free from discrimination, harassment, physical coercion, hazing, and any form of violence. Our values of Ethics and One Dominion Energy motivate us to promote an inclusive, productive, and welcoming work environment. We expect our employees — especially our leaders — to act in a professional manner and treat one another with respect, honesty, and decency. Respect in the workplace includes fostering a culture of diversity and inclusion. An inclusive environment encourages the acceptance and appreciation of all talents, thoughts, and energies.

Under no circumstance should any employee, contractor or other agent, or job applicant be treated less favorably because of race, color, ancestry, sex, gender, religion (including religious dress and grooming practices), national origin, age, actual or perceived physical or mental disability, medical condition, genetic information, sexual orientation, gender identity or expression, military or veteran status, marital status, status as a victim of domestic violence, or any other classification protected by state, federal, or local law.

As part of our commitment to safety, we will not tolerate any form of workplace violence. Violence includes any verbal or physical conduct that causes someone to fear for his or her personal safety, the safety of coworkers, or the safety of company property.

Supervisors have an additional responsibility to set an example through their own conduct. Leaders are expected to keep lines of communication open so that employees feel comfortable asking questions and reporting concerns. Leaders must ensure that employees are fully trained about the company's policies regarding individual rights, non-discrimination, diversity, and inclusion.

Employees who have concerns can contact the Dominion Energy Compliance Line (1-800-628-1798) 24 hours a day, seven days a week or go online to visit our [Dominion Energy Compliance Line Online](#). Employees who know of workplace violence or suspect it might be imminent are directed to contact corporate security.

Dominion Energy values openness and respects the contributions of employees who help enforce its [Code of Ethics and Business Conduct](#). The company does not tolerate retaliation against any employee who in good faith reports suspected unethical conduct or violation of laws, rules, regulations, or company policies, or anyone who cooperates with the investigation of a concern.

## Governance and Risk Oversight

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### Supplier Expectations

Dominion Energy contracts with thousands of vendors including diverse suppliers. For more details, see the [“Supplier Diversity”](#) section of our chapter on “Community Development.”

We hold all our suppliers to the same expectations, beginning with full adherence to all applicable legal and regulatory obligations, including those governing consumer and environmental protection, labor relations, and employee welfare. In addition, we have our own [Supplier Code of Ethics and Business Conduct](#). It outlines our standards and expectations with regard to safety, workplace conduct, supplier diversity, conflicts of interest, environmental stewardship, human rights, antitrust, and privacy.

Suppliers must comply with Dominion Energy’s commitment to a humane workplace free from discrimination, harassment, physical coercion, and any form of workplace violence. Suppliers have a responsibility to uphold Dominion Energy’s commitment and report any acts of harassment, intimidation, or coercion related to race, color, ancestry, sex, gender, religion (including religious dress and grooming practices), national origin, age, actual or perceived physical or mental disability, medical condition, genetic information, sexual orientation, gender identity or expression, military or veteran status, marital status, status as a victim of domestic violence, or any other classification protected by law.

Dominion Energy’s Supplier Code of Ethics and Business Conduct stipulates that suppliers must support and respect internationally recognized human rights. Suppliers may not use, or participate in, the exploitation of workers, or forced or involuntary labor, including the use of child labor. Suppliers cannot employ any person under the minimum legal age for employment as prescribed by local authority, and no workforce members under age 18 can perform work that may expose them to inappropriate hazards. Suppliers are expected to ensure that wages, benefits, and hours of work comply with all applicable laws and regulations.

Dominion Energy has a responsibility to safeguard the personal information of its stakeholders, and it expects its suppliers to do the same. Suppliers who are provided with confidential information regarding Dominion Energy’s customers, shareholders, or employees have an ethical and legal responsibility to preserve the privacy, confidentiality, and security of this information, and use it only for appropriate

business reasons and in compliance with applicable privacy laws and contractual requirements. At Dominion Energy, privacy is an important part of how we do business, and we expect our suppliers with access to personal information to protect it and collect, maintain, and transmit such information securely.

If a supplier becomes aware of any violation of legal requirements, Dominion Energy policies, or the Supplier Code of Ethics and Business Conduct, the supplier should notify Dominion Energy’s Supply Chain Management by calling the Dominion Energy Compliance Line at 1-800-628-1798 or by using the [Dominion Energy Compliance Line Online](#).

### Privacy

At Dominion Energy, we value the trust customers place in us when they provide us with their personal information. We take customers’ privacy seriously and are committed to protecting it. In 2020, we adopted a comprehensive new Privacy Notice which describes the privacy practices of Dominion Energy, Inc., and its subsidiaries, divisions, and affiliates.



## Just Transition

“Sustainability, but only for some” is an oxymoron. The transition to a clean-energy economy will impose costs, and those costs should not be borne disproportionately by any one group, least of all the most vulnerable. Dominion Energy’s core value of ethics impels us to consider questions of equity, and a low-carbon development strategy must take into consideration the needs of those who traditionally have worked in carbon-focused occupations. It is important that they have the opportunity, means, and training to obtain decent work when, for example, a coal-fired power plant is closed down.

For these reasons, our company is committed to ensuring a just transition of its energy business. As we shift to net zero and beyond, we will be intentional about listening to all perspectives and considering the interests of all our stakeholders. Taking actions to protect the environment and advance equitable solutions are not mutually exclusive; to the contrary, they work in tandem: The common aim is to ensure that all people and communities can continue to flourish. Dominion Energy’s robust system of community engagement, its above-and-beyond approach to tribal engagement, and its formal policy on environmental justice can help ensure that nobody is left behind as we advance our shared vision of a clean and sustainable energy future.

## Risk Oversight

Dominion Energy’s Board of Directors oversees our long-term strategy and the various risks the company faces, including climate-related risk. The Board believes that the company’s interests are advanced by responsibly addressing these risks, whether they are operational, financial, regulatory or strategic in nature.

While the Board and its committees oversee risk policies, company management carries them out. The company has robust enterprise risk management (ERM) processes embedded throughout the organization that help identify and manage risk. The Board and its committees regularly receive and discuss reports from members of management, including the chief risk officer and other members of management who are involved on a daily basis in risk assessment and risk management. These reports cover a wide range of topics including safety; environmental, employee, and customer concerns; social responsibility; and financial performance, economic issues, and long-term strategy.



We identify and assess, at least annually, major risks associated with each of our key business units. Risk assessments also are conducted at a corporate level for Dominion Energy, Inc. These assessments include a wide range of educated assumptions about what the future will look like, especially in regard to external factors outside the company’s control. The company’s approach has always been to employ the Precautionary Principle — which is to minimize known risks and mitigate risks that are not yet fully understood, but for which there are indications of possible future events or outcomes.

We are committed to discussing our approach to risk management in our external reporting, including in our regular Securities and Exchange Commission (SEC) filings. We detail our approach to climate-related risks specifically in our Climate Report published in late 2018. Here are links to those reports. We expect to publish an updated Climate Report in 2021.

[SEC Filings](#)

[2018 Climate Report](#)

Governance and Risk Oversight

## Opportunities

Our analysis of risk is closely linked to opportunities — especially those related to the ongoing clean-energy transition.

Our focus on these opportunities starts at the top. Our Innovation, Technology, and Sustainability (ITS) Council — chaired by our chief executive officer — drives the execution of strategic programs across the company. The ITS Council seeks input from a variety of sources, including our internal Innovation team and third-party technical advisors. It then ensures that teams throughout the company are deployed to carry out development and execution of the initiatives.

Many of our programs focus on the electrification of different sectors of the economy, where we see considerable opportunity both to reduce emissions and to advance the use of energy storage. For more information see the [“Beyond Net Zero”](#) section of this report.

## Cybersecurity

### Protecting Critical Infrastructure

Generating and transferring energy is necessary for health and safety, national security, maintaining the economy, and sustaining Americans’ way of life. If the energy grid is disrupted, people can lose their livelihoods, security, comfort and way of life. That’s why we employ an extensive system of rigorous security protocols, overseen by experts responsible for protecting against cyberattacks. We continuously improve our security controls, going beyond compliance with regulations and identifying opportunities to improve our security posture.

### Our Strategy

We deploy cybersecurity systems using a defense-in-depth approach, strengthening our posture to identify and prevent external attacks as well as insider threats. We revise the cybersecurity strategic plan at least annually, and provide status updates and performance metrics to the Board of Directors and senior leadership. We educate employees about cybersecurity threats through security-awareness training and test them regularly. We conduct vulnerability scans and penetration tests to find weak points in our defenses. We take part in cybersecurity drills and simulations to make us



better at responding to cybersecurity threats and events. We validate recovery procedures and system resiliency to ensure we can return critical systems to normal operating levels in a timely manner.

### Combatting Threats

We prioritize cybersecurity investments and activities based on three primary components:

- **Situational Awareness:** We cooperate with information-sharing organizations in the energy sector — as well as local, state, and federal agencies — to gain insight into, and actionable intelligence about, cyber threats.
- **Security Controls:** Our controls include both digital defenses such as malware detection and human ones such as phishing simulations that teach employees how to be on guard against malicious emails.
- **Assessments:** We use internal and external vulnerability assessments, penetration tests, drills, and simulations to search for security gaps and improvement opportunities. We rely on both internal resources and third parties that specialize in security services to perform the assessments. We conduct drills with other utilities, regulatory agencies, and law enforcement.

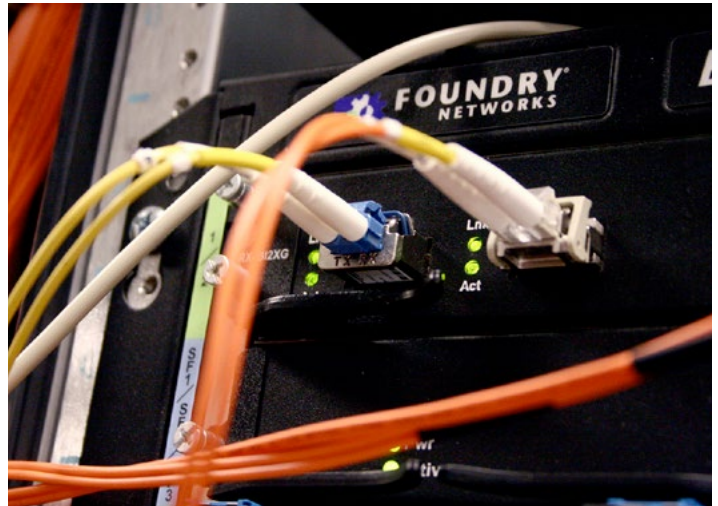
In 2019 we continued to educate employees on major cybersecurity topics, including phishing and information protection. To improve cybersecurity proficiency even further, we frequently published security-awareness articles on the company intranet.

**Our Company**

**Governance and Risk Oversight**

We conducted drills to sharpen the communication between internal cybersecurity operations, physical security, and incident command to improve our response to a simultaneous attack on company assets across many areas of the company, and to advance communication response with industry groups. After each drill we identified the lessons learned and made appropriate changes to our response plan.

Vulnerability scans were performed on schedule, followed by the remediation of critical findings to protect our infrastructure. We executed penetration tests of a wide range of company assets, from industrial control systems to enterprise applications, allowing us to identify and address issues to protect critical systems. Cyber-vulnerability assessments conducted in accordance with the North American Electric Reliability Corporation (NERC) were completed according to schedule.



**Safeguarding Sensitive Information**

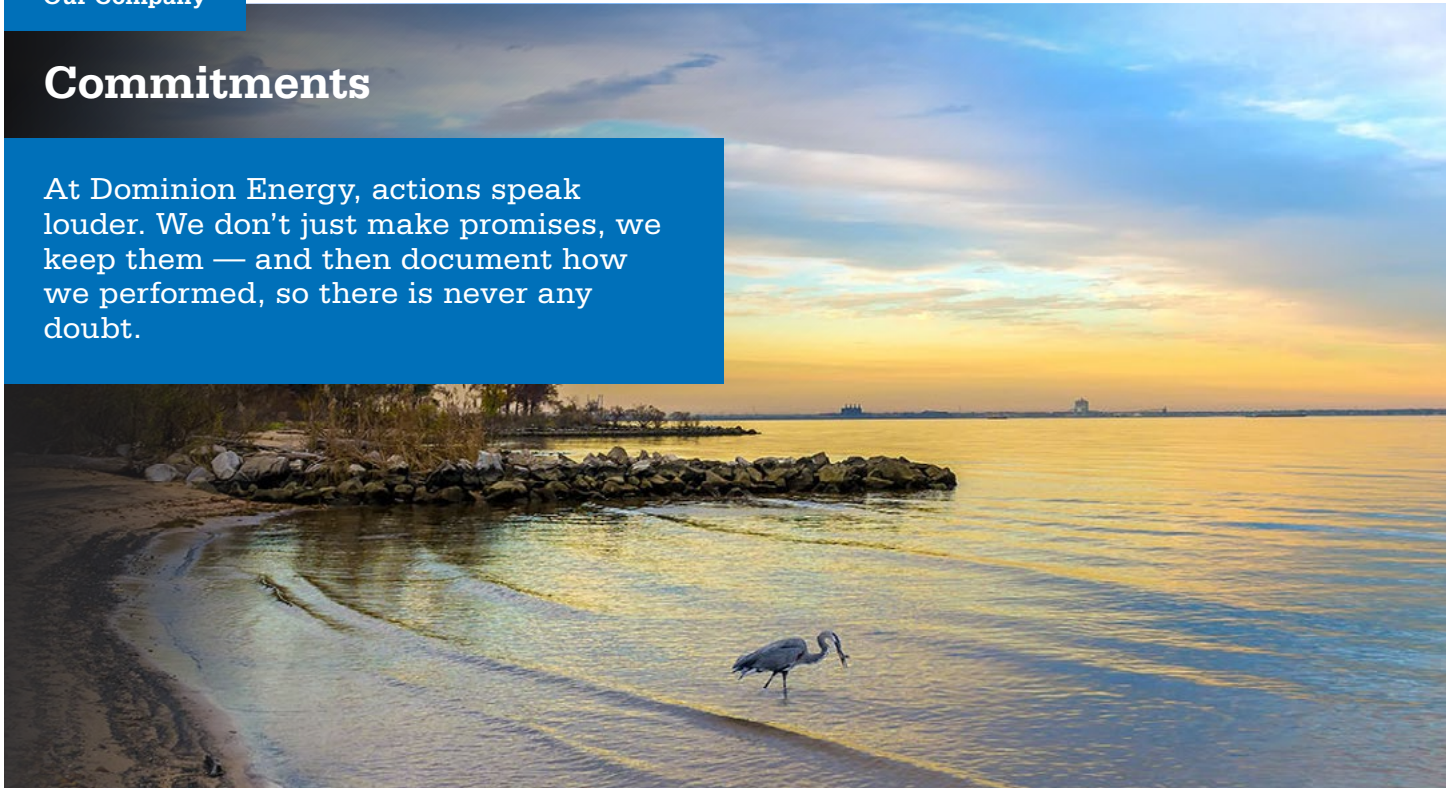
Our customers, shareholders, and employees trust us to keep their information secure, and doing so forms an essential component of our cybersecurity strategy. Because our people provide the first and last line of defense, employees receive annual training on how to protect information. The more sensitive the data, the higher the level of security controls we apply. We have beefed up both the monitoring of threats and protections against them to help make sure that sensitive data, such as customer personal information, remain secure.

**Managing Change**

The threat landscape is constantly changing. As we deploy more intelligent devices to modernize the grid and improve reliability and efficiency, our risk profile changes. Because of that, we continuously seek to strengthen cyber defenses, secure critical system-to-system communications against unauthorized access, and increase the resiliency of business operations. We continue to improve awareness training to help workers better identify malicious communications and report suspicious activities. And we routinely use information gathered during drills and penetration tests to shore up any weaknesses we find and improve those defenses that are already robust.

# Commitments

At Dominion Energy, actions speak louder. We don't just make promises, we keep them — and then document how we performed, so there is never any doubt.



## 2020 and Beyond

### Our Company

Category	Commitments: 2020 and Beyond
Values, Ethics & Compliance	To continue to reinforce the importance of ethics and compliance, an ongoing implementation of risk-based program structures will be promoted.
Values, Ethics & Compliance	We will create and adopt a new privacy policy and training program on customer communications.
Governance & Risk Oversight	ESG matters will continue to be discussed at each regularly scheduled Board of Directors meeting.
Governance & Risk Oversight	We will continue to improve our communication transparency on ESG matters with all company stakeholders.
Governance & Risk Oversight	Corporate Intelligence and Security's Cyber Security Branch (CSB) will develop and continue to leverage evolving tools, techniques, and processes, which build capacity and capabilities enabling advanced threat detection against hostile nation states and sophisticated criminal groups.

**Our Company**

**Commitments**

Category	Commitments: 2020 and Beyond
Innovation	Detect and deliver solutions to accelerate net zero carbon and methane for our customers and communities.
Innovation	Every Business Segment and DES will develop and implement at least one innovative idea related to environmental stewardship by 12/31/2020.

**Delivering Clean, Reliable and Affordable Energy**

Category	Commitments: 2020 and Beyond
Clean Energy Diversity & Security – Virginia	Dominion Energy Virginia will continue to reduce carbon emissions across its generation fleet and investing in cleaner solutions.
Clean Energy Diversity & Security – Virginia	Dominion Energy Virginia will continue to enhance reliability and resiliency by modernizing the electric grid and expanding EV charging infrastructure.
Clean Energy Diversity & Security – Virginia	Dominion Energy Virginia will continue to engage with industry partnerships and stakeholders to solicit public input on Demand Side Management programs which support the VCEA.
Clean Energy Diversity & Security – DESC	Dominion Energy South Carolina will continue to reduce its carbon and methane emissions and invest in solutions including Demand Side Management programs that make cleaner solutions available.
Clean Energy Diversity & Security – DESC	Dominion Energy South Carolina will expand its grid modernization efforts and increase EV charging infrastructure.

**Commitments**

## Protecting The Environment

Category	Commitments: 2020 and Beyond
Cleaner Air	<p>Net Zero carbon and methane emissions by 2050:</p> <ul style="list-style-type: none"> <li>• 55 percent Carbon emissions reduction by 2030 (compared to 2005).</li> <li>• 65 percent Methane emissions reduction by 2030 (compared to 2010).</li> <li>• 80 percent Methane emissions reduction by 2040 (compared to 2010).</li> </ul>
Cleaner Air	<p>Make Natural Gas Distribution System “Future Energy Ready”:</p> <ul style="list-style-type: none"> <li>• Convert 4 percent of our Natural Gas System throughput to Renewable Natural Gas by 2040.</li> <li>• Prepare the distribution system to receive up to 5 percent hydrogen blend by 2030.</li> </ul>
Cleaner Air	Implement a company-wide travel smart program.
Clean Water	Reduce 21 million gallons of water over the next five years.
Clean Water	50 percent reduction from 2000 levels in freshwater withdrawn per MW to generate electricity by 2030.
Clean Water	Replace oil-filled electrical equipment to mitigate the risk of an oil release to the environment.
Reducing Waste	Reduce waste at 100 percent of offices by 2025.
Supply Chain	Increase partnership and engagement with suppliers, industry peers, and employees to improve environmental and social sustainability performance, to implement best practices, and to minimize reportable environmental events.
Habitat and Wildlife Protection	We commit to 350 acres of pollinator habitat with native species established or under development by 2025.

**Commitments**

## Serving Customers and Communities

Category	Commitments: 2020 and Beyond
Safety	Install an additional 250 remote-controlled or automated valves across company footprint.
Safety	We will continue to improve system integrity and reduce methane emissions by reworking storage wells and expand first-time pipeline inline assessments to reduce risk.
Energy Reliability & Affordability	Invest \$7.85M to help families with electric energy bills along with strategic outreach events.
Energy Reliability & Affordability	We will achieve a 50 percent increase in savings of natural gas through energy efficiency programs by 2025.
Community Development	Expand broadband access to underserved rural communities in Virginia
Community Development	Expand affordable broadband access to underserved rural communities in South Carolina
Community Development	\$35M over the next 6 years to support historically black colleges and universities and provide scholarships to underrepresented minority students
Supplier Diversity	Dominion Energy works to ensure that small, local and diverse businesses can participate in our procurement process. To help deliver value to our customers and communities, we will generate a diverse supplier base reflective of the diverse population in the communities we support and achieve 20 percent in annual diverse spend by 2025.
Environmental Justice	We commit to increase inclusiveness of our stakeholder engagement on decisions regarding the siting and operation of energy infrastructure. Our efforts will include a focused effort to include to all people and communities, regardless of race, color, national origin, or income to ensure a diversity of views in our public engagement process.

**Commitments**

## Empowering Our People

Category	Commitments: 2020 and Beyond
Retaining Talent	Increase capacity and delivery of virtual training by 50 percent over 2019.
Attracting Talent	Leverage technology and develop tools to streamline a customer-focused hiring process including creating standardized metrics to measure improvements.
Attracting and Retaining Talent	Increase our diverse workforce representation by 1 percent each year, until we achieve at least 40% diverse representation.*

\* To be adjusted as necessary based on position and market availability.



Our Company

# Commitments / 2019 Commitments

WHAT YOU SHOULD KNOW

At Dominion Energy, actions speak louder. We don't just make promises, we keep them — and then document how we performed, so there is never any doubt.

## Commitments and Performance: 2019

### Our Company

Category	2019 and Beyond Commitments	2019 Performance
Values, Ethics & Compliance	To continue to reinforce the importance of ethics, employees will complete annual training in ethics and compliance. In addition, employees will certify annually that any potential compliance items have been reported or are already being addressed.	<b>Achieved</b> The annual code of ethics and business conduct training was completed by 99 percent of employees. The voluntary annual compliance survey was completed by 70 percent of employees.
Values, Ethics & Compliance	We will continue to promote and enforce our ethics and compliance program consistently throughout the organization.	<b>Achieved</b> The ethics and compliance program and ethical culture was reinforced in new employee orientation, new leader and existing leadership development programs and through an enterprise-wide Ethics and Compliance week communications campaign. The Ethics and Compliance Program utilizes an independently-administered compliance line available to all employees 24/7 for reporting concerns by phone or electronically, and anonymously if preferred. The Program also maintains and advertises an email address and staff contact information to assist employees in obtaining guidance and resolving questions regarding ethical and compliance issues.

**Our Company**

**Commitments / 2019 Commitments**

Category	2019 and Beyond Commitments	2019 Performance
Governance & Risk Oversight	Engagement with Directors on ESG matters will continue at each regularly scheduled Board of Directors meeting.	<p><b>Achieved</b></p> <p>The Board of Directors discussed safety, environmental compliance and staffing diversity at each of its regularly scheduled meetings in 2019.</p> <p>The Sustainability and Corporate Responsibility (SCR) Committee had its first full year in 2019, meeting three times with each agenda devoted to primarily Environmental, Social and Governance (ESG) matters.</p>
Governance & Risk Oversight	We will continue to improve our communication transparency on ESG matters with all company stakeholders.	<p><b>Achieved</b></p> <p>We continued to make our ESG and sustainability communication even more transparent in 2019. In our 2018 Sustainability and Corporate Responsibility Report (published October 2019), we mapped the company’s ESG disclosures to Sustainability Accounting Standards Board (SASB) reporting standards for the first time, and we continued to map disclosures to the Global Reporting Initiative (GRI) and UN Sustainable Development Goals (SDGs). Dominion Energy is currently one of the only companies in the utility industry to map sustainability disclosures to three global frameworks.</p> <p>We also kicked off the process to guide the company’s next sustainability priority issue assessment, which will inform the sustainability topics we include in our next Sustainability and Corporate Responsibility Report. The priority issue assessment involves outreach to Dominion Energy’s external and internal stakeholders and helps the company determine what sustainability topics matter most to customers, employees, communities, investors, suppliers and other stakeholders.</p>

Our Company

Commitments / 2019 Commitments

Category	2019 and Beyond Commitments	2019 Performance
Governance & Risk Oversight	We will continue to enhance Board oversight of environmental sustainability and social responsibility matters.	<p><b>Achieved</b></p> <p>The Sustainability and Corporate Responsibility (SCR) Committee had its first full year in 2019, meeting three times with its meeting agenda devoted primarily to ESG matters. The meetings included reports on the Company’s charitable contributions and community service program, environmental justice, ESG risk assessment, updates on carbon and methane emission targets, and other ESG related matters.</p> <p>During 2019, the full Board discussed innovation, technology and sustainability initiatives across the Company, including offshore wind generation, renewable natural gas (RNG) projects, an electric school bus pilot project and a company-wide workplace sustainability program, among other items.</p> <p>The Chief Environmental Officer and Chief Innovation Officer also provided reports to the full Board in 2019.</p> <p>The SCR Committee reviewed the SCR Report and received updates on the Company’s performance against its commitments.</p>
Governance & Risk Oversight	We will continue to deploy cybersecurity systems using a defense-in-depth approach, continuously strengthening our posture to identify and prevent external attacks as well as insider threats. We will revise the cybersecurity strategic plan at least annually, and will provide status updates and performance metrics to the Board of Directors and senior leadership. We will educate employees about cybersecurity threats through security-awareness training and test them regularly. We will conduct vulnerability scans and penetration tests to find weak points in our defenses. We will take part in cybersecurity drills and simulations to make us better at responding to cybersecurity threats and events. We will validate recovery procedures and system resiliency to ensure we can return critical systems to normal operating levels in a timely manner.	<p><b>Achieved</b></p> <p>The cybersecurity strategic plan was revised, with status updates provided to the Board of Directors and senior leadership.</p> <p>Dominion Energy personnel were required to complete security awareness training, with periodic testing performed to educate and measure program effectiveness. Personnel were also educated about cybersecurity risks via routine awareness articles, highlighting compromise techniques and real-world examples of attackers targeting industries and companies like ours. Vulnerability assessments and penetration tests were performed as planned, with gaps identified and remediation strategies developed and implemented to reduce risk. Finally, Dominion Energy participated in GridEx (NERC’s Grid Security Exercise), where the Company demonstrated how it would respond to and recover from simulated coordinated cyber and physical security threats and incidents, strengthen their crisis communications relationships and provide input for lessons learned.</p>

## Clean Energy

Category	2019 and Beyond Commitments	2019 Performance
Innovation	<p>We will double the number of crowdsourced business and technical solutions in 2019 (compared to prior year); expand the company’s Innovation Accelerator program from the pilot program in one organization to all business units; collaborate with university faculty and students in the states where we operate; and deploy technologies such as data analytics, edge devices and mixed reality. We plan to substantially increase the number of pitch sessions across the company, where employees can present their ideas to broader audiences and gain exposure to bring ideas through the implementation stage. Dominion Energy is committed to seeking out disruptions to our industry and partnering with start-ups to infuse energy into our employees and business processes.</p> <p>Through innovation, we intend to grow the business and enhance performance. Our philosophy for success is that innovation is not a department, it is a culture. To bolster our innovation culture and capabilities in 2020 we will focus on deployment of the tools, skills, mindsets and processes necessary to embed and scale innovation. This effort will allow our employees to rapidly detect, define, develop and deliver innovative solutions that delight customers, grow the business and achieve new heights of excellence within core operations.</p>	<p><b>Achieved</b></p> <p>We established an innovation methodology to help employees develop ideas and convert them into valuable innovations. This included the deployment of innovation tools to unlock the value of employee ideas and accelerate idea acceptance via rapid prototyping. The innovation team completed 37 crowdsourcing challenges in 2019, more than doubling the 16 challenges from 2018. In addition, the Innovation Accelerator program expanded to all business units and currently includes over 200 employees. The innovation team sponsored graduate and undergraduate students in the creation of new product and services proposals in the areas of e-mobility and the internet of things.</p> <p>Through our corporate partnership at Plug and Play and through other forums, we sourced startup interactions. We launched Spark Tank, a company-wide innovation effort that attracted over 600 employee ideas and resulted in seven local pitch sessions from 75 different teams.</p> <p>Data analytics solutions were deployed across multiple business segments to drive business decisions based on data as opposed to intuition. The solutions resulted in \$1.4 million in avoided costs and annual recurring cost savings of \$100,000. Process efficiencies and automation of manual tasks were achieved using 25 bots, resulting in the automation of 24,000 hours of work annually. An augmented reality based mobile app was deployed in the training department at Surry Nuclear Power Station. The app transformed the traditional paper based, instructor led training to a fully engaging experience with higher knowledge retention and improvement of accuracy and speed.</p>

Commitments / 2019 Commitments

Category	2019 and Beyond Commitments	2019 Performance
Investing in Infrastructure	We will continue construction of the Atlantic Coast Pipeline to provide reliable natural gas to the region and pursue license extensions for our carbon-free nuclear fleet.	<p><b>Not Applicable</b></p> <p>Dominion Energy along with its partner, Duke Energy cancelled the development of the Atlantic Coast Pipeline due to continued legal and regulatory uncertainty.</p> <p><b>In Progress and On Track</b></p>
Clean Energy Diversity & Security – Virginia	Dominion Energy commits to having 3,000 megawatts of new solar and wind in Virginia under development or in operation by 2022. Further, Dominion Energy commits to completing the 12-megawatt Coastal Virginia Offshore Wind (CVOW) pilot project off the coast of Virginia, which is expected to be operational by the end of 2020.	<p><b>Achieved</b></p> <p>As of December 2019, Dominion Energy had 1,506 MW of new solar and onshore wind in operation or under development in the Commonwealth of Virginia since July 2018. As of August 1, 2020, the Company exceeded the commitment by achieving 3,287 MW in operation or under development in Virginia.</p> <p>We are on track with CVOW. The pilot project had onshore work, fabrication and permits progressed in 2019 to support the in-service date. As of August 31, 2020, the pilot project has achieved mechanical completion and is expected to reach commercial operation in Q4 2020.</p>
Clean Energy Diversity & Security – Virginia	With successful completion and operation of the CVOW pilot and public policy support in Virginia, Dominion Energy commits to the development of over 2,500 megawatts of commercial offshore wind production by 2026.	<p><b>In Progress and On Track</b></p> <p>We filed interconnect with PJM for over 2,600 MW in September 2019 and have taken other actions to keep the project on track.</p>
Clean Energy Diversity & Security – Virginia	Dominion Energy is seeking Virginia State Corporation Commission concurrence with our vision for distribution grid transformation, including the deployment of 2.1 million smart meters to streamline integration of renewables while ensuring safe, secure and reliable service to customers.	<p><b>In Progress and On Track</b></p> <p>We deployed approximately 50,000 smart meters in 2019, bringing total smart meters deployed to roughly 485,000. The Company also executed contracts with suppliers to support deployment of an additional 1 million smart meters in Phase 1B of the Grid Transformation Plan.</p>
Clean Energy Diversity & Security – Virginia	The self-healing and grid-hardening activities in the company’s proposed Grid Transformation Plan will reduce outages by 25 percent over the next 10 years.	<p><b>In Progress and On Track</b></p> <p>For Phase 1B of the Grid Transformation Plan, the Company has completed project scoping for the first 23 self-healing grid feeders that will install more than 200 devices and improve service by 24 percent for more than 88,000 customers. Also, the Company has completed project scoping for hardening work on the first 11 feeders that will improve service by 27 percent for more than 24,000 customers.</p>

## Environment

Category	2019 and Beyond Commitments	2019 Performance
Cleaner Air	<p>Carbon emissions reduction from electric generation of 55 percent by 2030 compared to 2005 levels.</p> <p>Carbon emissions reduction from electric generation of 80 percent by 2050 compared to 2005 levels.</p> <p>Carbon intensity reduction from electric generation of 60 percent by 2030 compared to 2000 levels.*</p>	<p><b>In Progress and On Track</b> Since 2005 we have lowered carbon emissions by 57 percent.</p> <p><b>Not Applicable</b> *We are managing our operations to achieve our net zero commitment, which focuses on mass emissions. However, we find value in the intensity targets and will continue to periodically report intensity updates.</p>
Cleaner Air	<p>Methane Reductions: Dominion Energy Ohio and Dominion Energy West Virginia have implemented a pipeline replacement program for main and service lines, committing to replace unprotected steel and cast-iron pipes at a level that meets or exceeds the EPA Natural Gas STAR Methane Challenge Program.</p>	<p><b>In Progress and On Track</b> Dominion Energy Ohio (DEO) 2019 PIR replacement miles = 183</p> <p>Dominion Energy West Virginia (DEWV) 2019 PREP replacement – Estimated miles = 13</p>
Cleaner Air	<p>By 2030, achieve over 3 billion miles driven by electric transportation in Virginia, resulting in the avoidance of 1 million tons of carbon emissions.</p>	<p><b>In Progress and On Track</b> There are approximately 13,300 electric vehicles (EVs) registered in the company's Virginia service territory (as of 6/30/2019) and roughly 169,000 EVs projected in the company's Virginia service territory by 2030. We requested regulatory approval of two customer-facing programs to support and encourage EV adoption and announced the nation's largest electric school bus initiative.</p>
Cleaner Air	<p>25 percent of light-duty fleet converted to electric or plug-in hybrid by 2025.</p>	<p><b>In Progress and On Track</b> In 2019 we integrated an additional 24 electric and plug-in hybrid vehicles in our Dominion Energy Virginia fleet and commissioned 33 dual workplace chargers. In addition, we established a goal to replace an average of approximately 100 vehicles per budget year (2020-2025) to achieve 25 percent conversion by 2025.</p>
Cleaner Air	<p>The company commits to reduce methane intensity from its natural gas business by 50 percent by 2030 (from 2010 baseline).*</p>	<p><b>Not Applicable</b> *We are managing our operations to achieve our net zero commitment, which focuses on mass emissions. However, we find value in the intensity targets and will continue to periodically report intensity updates.</p>

Commitments / 2019 Commitments

Category	2019 and Beyond Commitments	2019 Performance
Cleaner Air	The company intends to reduce methane emissions from its natural gas business by 50 percent by 2030 compared to 2010.	<b>In Progress and On Track</b> Since 2010 we have lowered methane emissions by 25 percent.
Cleaner Air	In our natural gas transmission businesses: <ul style="list-style-type: none"> <li>We will reduce or eliminate venting during planned maintenance and inspection.</li> <li>We will replace targeted infrastructure and equipment with new, lower-emission equipment.</li> <li>We will expand leak detection and repair programs</li> </ul>	<b>Achieved</b> Methane reduction programs were implemented across all our gas infrastructure businesses in 2019 and focused on reducing maintenance venting, replacing equipment and the implementation of a voluntary LDAR (Leak Detection and Repair) program. The installations of engine blowdown recovery systems on 23 units at DETI resulted in a reduction of 117 MMCF. The voluntary LDAR program resulted in over 67 MMCF of gas savings across the gas transmission companies.
Cleaner Air	In our natural gas distribution businesses: <ul style="list-style-type: none"> <li>Beginning in 2019, we are voluntarily going beyond the regulatory requirements in Ohio to increase annual inspections and maintenance from 20 percent to 33 percent of our gas-regulator stations to identify leaks and help avoid methane emissions.</li> <li>Beginning in 2019, we have invested in large-diameter stopping equipment, which expanded our ability to reduce the amount of gas blowdown on large-diameter construction projects, which will reduce methane emissions.</li> <li>The company has committed to test and pilot new technology to reduce natural gas loss during inline pipe inspections.</li> </ul>	<b>Achieved</b> In 2019 we met our objectives to go beyond required inspections in order to reduce methane emissions. Using the tools of direct inspection and LDAR we identified and repaired leaks, resulting in methane savings of 5 MMCF.  The large-diameter stopping equipment was received and put into service during 2019. The equipment was used on three large construction projects, saving 21 MMCF.  The technology was implemented during 2019; the units, called ZEVAC, were used 192 times to reduce gas loss during pigging operations. The process saved 1 MMCF of gas from entering the atmosphere.
Cleaner Air	Beginning in 2019, Wexpro is lowering BTU output of all production burners to match current demand and will also perform a stack test with instrumentation to ensure complete combustion at optimal levels.	<b>In Progress and On Track</b> All Wexpro-operated production unit burners, as well as tank burners, were lowered in BTU output to better match the demand of the declined production. They are currently in the process of being stack-tested via an analyzer to further optimize and ensure complete combustion.
Clean Water	Our business plans will result in a 50 percent reduction from 2000 levels in freshwater withdrawn per MW to generate electricity by 2030.	<b>In Progress and On Track</b> We are on track to meet the commitment of a 50 percent reduction in water intensity from 2000 levels by 2030. Efficiency improvements at stations and increased water recycling/reuse help contribute to our water intensity reductions.

Commitments / 2019 Commitments

Category	2019 and Beyond Commitments	2019 Performance
Clean Water	The new produced water treatment system installed in 2018 at the Canyon Creek Unit Produced Water Evaporation Facility will allow an estimated 21 million gallons of water to be reused over the next five years.	<b>In Progress and On Track</b> Water Treatment system installed in 2019. Working with vendor to resolve start up issues to improve reliability. The system remains viable to achieve original objectives.
Clean Water	We will continue to proactively replace oil-filled electrical equipment to mitigate the risk of an oil release to the environment.	<b>In Progress and On Track</b> Equipment replacement effort is still ongoing.
Clean Water	We will implement measures to keep soils out of waterways by going above and beyond regulatory requirements during the construction of the Atlantic Coast Pipeline. A few examples include: <ul style="list-style-type: none"> <li>• More environmental inspectors and more frequent and rigorous inspections during rainstorms to make sure storm water protections are preventing runoff.</li> <li>• Stronger protections for sensitive streams, including increased distances for equipment refueling and additional controls to capture more sediment.</li> <li>• The strongest protections for steep-slope construction ever used by the industry, specifically designed to stabilize soils and protect ridgelines in mountainous areas.</li> </ul>	<b>Not Applicable</b> Dominion Energy along with its partner, Duke Energy, cancelled the development of the Atlantic Coast Pipeline due to continued legal and regulatory uncertainty.
Reducing Waste	We will continue our zero-landfill policy by recycling IT equipment that we no longer use.	<b>Achieved</b> In 2019 all assets were disposed of in an environmentally-friendly manner resulting in zero-landfill.
Reducing Waste	We will increase the amount of waste recycled.	<b>Achieved</b> We successfully launched new single stream recycling programs at over 10 new locations (primarily in Utah and Wyoming) and expanded our communication around existing sites with single stream. We also started new recycling programs, including recycling Flavia coffee packets, markers and pens. We also emphasized battery recycling at our locations.
Reducing Waste	We intend to divert 50,000 pounds of food waste from landfills through our organic recycling programs in 2019.	<b>Achieved</b> We diverted 68,778 pounds of food waste in 2019.



**Our Company**

**Commitments / 2019 Commitments**

Category	2019 and Beyond Commitments	2019 Performance
Habitat & Wildlife Protection	We will continue to implement new design standards that include increased spacing on distribution lines for avian protection, animal guards on exposed equipment and other deterrents to animals coming near equipment.	<p><b>Achieved</b></p> <p>Our efforts to protect birds and other animals on our distribution lines and other equipment are ongoing.</p>
Habitat & Wildlife Protection	We commit to establish over 500 acres of pollinator habitat by 2020 and to pilot habitat plots on solar-farm sites.*	<p><b>Achieved</b></p> <p>In 2018 and 2019 we planted approximately 51 acres of pollinator habitat at power stations and began managing an additional 99 acres at Bath County as pollinator habitat. In 2019 we initiated planning and procurement for a planned 10 acre pilot project at the Chestnut Solar facility in North Carolina. The project is currently in permitting and procurement and will be implemented in 2020.</p> <p>*This commitment was based on our expectation of developing 450 acres of pollinator habitat on the Atlantic Coast Pipeline. With the recent decision to cancel the project, we have reduced this 2019 commitment to 50 acres. However, we have continued to evaluate new areas for development of pollinator habitats and are setting a new 350 acre commitment discussed in further detail in our 2020 &amp; Beyond Commitments.</p>
Habitat & Wildlife Protection	To protect birds near our gas-produced water evaporation ponds, we use netting or bird deterrents and will continue to implement these systems as new facilities are constructed in 2019.	<p><b>Achieved</b></p> <p>We are fully committed to caring for the welfare of ducks and other waterfowl and to staying compliant with all state and federal agency regulations. Where possible, ponds are netted, and when netting is not feasible, bird deterrent devices such as BirdAvert Systems and noise deterrent devices are utilized. We are continually looking at ways to lower bird incidents. We will continue to work with the state and U.S. Fish and Wildlife services to expeditiously implement additional measures to better protect wildlife.</p>

## Serving Customers and Communities

Category	2019 and Beyond Commitments	2019 Performance
Energy Reliability & Affordability	To ensure reliability, we plan to rebuild 90 miles of electric transmission line in 2019 and 90 miles in 2020.	<b>Achieved</b> We rebuilt 180 miles of electric transmission line in 2019.
Energy Reliability & Affordability	We will continue to enhance reliability and resiliency by converting approximately 260 miles of the most outage-prone overhead distribution tap lines to underground in 2019 and again in 2020.	<b>In Progress and On Track</b> We converted 247 miles in 2019.
Energy Reliability & Affordability	In 2019 we will inspect 25 percent of company electric equipment housed in customer-owned vaults to ensure it is working properly. In 2020 we will inspect the remaining percentage.	<b>In Progress and On Track</b> We are on target to complete inspections by the end of 2020. The 2019 inspections were deferred to 2020.
Energy Reliability & Affordability	We will perform line inspections on 2,500 miles of distribution main feeders, focusing on the reliability and safe operation of this equipment.	<b>Achieved</b> In 2019 we inspected more than 2,600 miles of distribution main feeders.
Energy Reliability & Affordability	Our Western-state operations in Utah, Wyoming and Idaho will continue to replace high-priority natural gas infrastructure. This includes high-pressure mains, distribution mains and service lines.	<b>Achieved</b> In 2019 Dominion Energy Utah (DEU), as part of its Infrastructure Replacement Program, replaced over 72,000 linear feet of large diameter high-pressure main and almost 33,000 linear feet of large diameter intermediate high-pressure belt main. Additionally, DEU replaced approximately 246,000 linear feet of its intermediate high-pressure distribution system and replaced just over 1,900 service lines.
Energy Reliability & Affordability	In our natural gas distribution systems in West Virginia and Ohio, we will continue to implement our pipeline replacement programs to maintain reliability and reduce methane emissions.	<b>Achieved</b> Dominion Energy Ohio (DEO) 2019 PIR replacement – Estimated mileage = 183  Dominion Energy West Virginia (DEWV) 2019 PREP replacement – Estimated Mileage = 13

Commitments / 2019 Commitments

Category	2019 and Beyond Commitments	2019 Performance
Energy Reliability & Affordability	In 2019, we will invest \$5.4 million to help families with electric energy bills, will conduct 460 strategic outreach events and will allocate \$6 million for weatherization efforts. In 2020, we will invest \$7.85 million to help families with electric energy bills, will conduct strategic outreach events and will allocate \$10.4 million for weatherization efforts.	<b>In Progress and On Track</b> In 2019, we invested \$6.25 million to help families with electric energy bills, conducted 418 strategic outreach events and allocated \$6.27 million for EnergyShare weatherization efforts.
Energy Reliability & Affordability	We will achieve a 50 percent increase in savings of natural gas through energy efficiency programs by 2025.	<b>In Progress and On Track</b> We had a successful year in savings of natural gas through energy efficiency in 2019. We are on pace to achieve a 50 percent increase through our energy efficiency programs by 2025.
Energy Reliability & Affordability	Through our ThermWise program, we expect to increase savings from natural gas energy efficiency by 5 percent in 2019 compared to 2018.	<b>Achieved</b> The ThermWise program met the 2019 goal to increase natural gas savings by 5 percent in comparison to 2018.
Engaging Communities	We will continue to work with stakeholders and Native American tribes to improve the way we engage with our neighbors. We also will continue to work closely with landowners to reasonably minimize impact to their property as we expand and modernize electric and gas infrastructure. We will further refine our engagement processes, and continue working with landowners to reach mutually acceptable agreements.	<b>Achieved</b> External Affairs hired a full-time tribal liaison in 2019. Our Environmental Services team hired a new Environmental Justice consultant who is responsible for supporting project-related tribal consultation. The company is implementing its Environmental Justice Policy.
Safety	In workplace safety, we will maintain and enhance our programs designed to maintain zero work-related fatalities and to lead the industry in eliminating serious injuries. We aim to demonstrate that commitment by achieving and maintaining first-quartile performance in the Southeastern Electric Exchange (SEE) peer utility benchmark, and we strive to achieve first-quartile performance compared to American Gas Association (AGA) companies of similar size and category.	<b>Achieved</b> In 2019 we achieved first-quartile performance in SEE at year end. The gas side of the business made efforts to achieve first-quartile performance. Five of the eight Dominion Energy gas business units reporting through the AGA achieved first-quartile performance compared to peer companies of like size and type (based on 2018 data).

Commitments / 2019 Commitments

Category	2019 and Beyond Commitments	2019 Performance
Safety	Dominion Energy pipelines have partnered with the industry to improve response times. To support this initiative, we have committed to install an additional 250 remote-controlled or automated valves across the Dominion Energy footprint by 2020.	<b>In Progress and On Track</b> Dominion Energy completed the installation of 51 remote-controlled / automated valves compared to a goal of 38 in 2019. A total of 242 RCVs have been completed across the company, and we remain on target to meet the 2020 goal.
Safety	We expect to increase the number of storage wells logged to more than 87 percent in 2019 and 90 percent in 2020.	<b>Achieved</b> We achieved 88 percent as of year-end 2019.
Safety	By the end of 2019, we will inspect 125,000 wood poles to ensure they meet Dominion Energy's safe design standards.  Beyond 2019, we will inspect one-twelfth of our wood poles to ensure they meet Dominion Energy's safe design standards. (Poles are inspected on a 12-year cycle.)	<b>Achieved</b> By the end of 2019 we inspected more than 154,000 wood poles.
Safety	We will inspect approximately 20,000 padmount transformers each year in 2019 and 2020 to ensure they meet the company's safety and operational standards.	<b>Achieved</b> In 2019 we inspected more than 22,000 padmount transformers.
Safety	Our gas distribution operations have implemented damage prevention programs to lower third-party damage rates and reduce methane emissions. Ongoing evaluation and implementation of additional prevention programs will continue.	<b>Achieved</b> Several new programs were initiated in 2019 including the Gold Shovel Standard and the Locate Ticket Risk Model. Both programs, along with other efforts, will be developed further in 2020.

Commitments / 2019 Commitments

Category	2019 and Beyond Commitments	2019 Performance
Community Development	<p>In support of our partnerships with small, local and diverse businesses, we will conduct matchmaking events, pairing local businesses with our own employees to discuss upcoming opportunities. We will continue to cultivate and expand relationships with local businesses and advocacy organizations to encourage economic growth in our communities.</p> <p>We will also enable opportunities for small, local and diverse businesses and increase spending with these organizations by:</p> <ul style="list-style-type: none"> <li>• Improving procedures to drive additional inclusion of small, local and diverse businesses in the procurement process.</li> <li>• Participating in and facilitating events to pair small, local and diverse businesses with Dominion Energy.</li> <li>• Continuing to develop our relationships with advocacy organizations and community partners to best enable opportunities for small, local and diverse businesses.</li> </ul>	<p><b>Achieved</b></p> <p>Through our partnership with 21 advocacy organizations we have attended over 40 events across our service territory focused on enabling opportunities for small, local, and diverse businesses. For example, we attended the annual Ohio River Valley Women’s Business Council Catch the Wave conference that provided networking and training opportunities to women business owners.</p> <p>Dominion Energy works to improve advocacy organization success and company officers serve as board members for several of the organizations and provide mentors for their diverse suppliers. Recognition received in 2019 includes Top Military Diverse Supplier Company by G.I. Jobs, WBENC’s #Hes4Shes award, and WPEO’s DC Done Deals Corporate Opportunity award. The company also supports community events like the Remarkable Girls Luncheon and Women Who Mean Business Summit.</p> <p>In 2019, Dominion Energy Supplier Diversity hosted a matchmaking event in Richmond, VA. The Meet the Primes event invited diverse businesses to meet 20 of our existing non-diverse suppliers and pitch their services and discuss further opportunities. Over 60 diverse businesses participated.</p> <p>In addition, Dominion Energy South Carolina (DESC) hosted the annual Vendor Symposium matchmaking event where diverse suppliers networked and discussed future opportunities at Dominion Energy with supply chain employees.</p> <p>The SCM policies and procedures were updated to include an inclusion requirement during the procurement process and expectations for our non-diverse suppliers, furthering our commitment to spending with diverse businesses.</p> <p>Our spending with diverse suppliers grew 6.9 percent in 2019 to \$672 million. Spending with diverse supplies accounted for approximately 13.7 percent of total procurement spend. Year-end 2019 diverse spending including DESC totaled \$757 million.</p>

**Our Company**

**Commitments / 2019 Commitments**

Category	2019 and Beyond Commitments	2019 Performance
Community Development	<p>We will enhance environmental and social sustainability in procurement and supply-chain operations by:</p> <ul style="list-style-type: none"> <li>• Partnering and benchmarking with environmental advocacy organizations and peers.</li> <li>• Reviewing and improving supplier evaluation, onboarding, education and measurement.</li> <li>• Improving business processes, policies and contract language to improve supply-chain sustainability and advance at least 2 EUISSCA (Electric Utility Industry Sustainable Supply Chain Alliance) sustainability framework practices by 1 maturity level.</li> <li>• Conducting training, education and reporting activities to minimize reportable environmental events.</li> </ul>	<p><b>Achieved</b></p> <p>Dominion Energy’s partnership with EUISSCA aligned us with 20 industry peers to engage with on environmental and social sustainability concerns. In 2019 we leveraged this benchmarking to improve supply chain sustainability practices.</p> <p>The Supplier Code of Ethics and Business Conduct was updated to expand our commitments around environmental and social sustainability and will be posted in 2020. Additionally, the registration process has been updated to require suppliers to attest to reading the updated document.</p> <p>Standard environmental procurement questions were developed to ensure environmental performance is taken into consideration and implemented into the purchasing process.</p> <p>A monthly call is held with SCM leadership to review the status of reportable events, to review and train on process and procedures associated with reportable environmental events, and to discuss ways to avoid future incidents.</p>
Community Development	<p>In 2019, we plan to invest nearly \$35 million to support community needs in addition to encouraging and supporting employee volunteerism. Our goal is to exceed 130,000 hours of employee volunteer time. In 2020 we plan to invest more than \$40 million to support community needs, in addition to encouraging and supporting employee volunteerism. We expect that employees will exceed 130,000 hours of volunteer time.</p>	<p><b>Achieved</b></p> <p>In 2019, we invested \$48.5 million to support community needs, and employees and retirees gave 130,923 hours of service in the communities we serve.</p>
Community Development	<p>In 2019, our volunteers will weatherize 10 homes of veterans in need.</p>	<p><b>Achieved</b></p> <p>Our volunteer program assisted in weatherizing one transitional living facility in Richmond serving multiple veterans, two single family veteran occupied properties in Virginia Beach and Northern Virginia and culminated with volunteer efforts at the LZ Grace Warrior Retreat Foundation in Virginia Beach. LZ Grace is an organization that supports veterans, transitioning service members and active duty front-line warriors with assistance throughout the year.</p>

## Employee Experience<sup>1</sup>

Category	2019 and Beyond Commitments	2019 Performance
Attracting Talent	To provide a positive work environment for employees, we will continue to strive for Leadership in Energy & Environmental Design (LEED) construction standards in all new office spaces.	<b>Achieved</b> In 2019 we continued to strive for LEED construction standards in all new office spaces. Key examples of buildings completed in 2019 and designed to achieve LEED certification are our 600 Canal Place building in Richmond, Virginia; our gas distribution office in Lima, Ohio; and our power delivery office in Dinwiddie, Virginia.
Attracting Talent	Dominion Energy is committed to be an employer of choice.	<b>Achieved</b> We rolled out our new “Energy to Love Your Life and Your Career” campaign with paid advertising and new imagery featuring diverse DE employees. We reconfigured our careers website to include interactive gamification to engage with candidates. We created a series of video job postings to bring to life the day-to-day activities of jobs so that candidates could understand our jobs better. In addition, we expanded our digital platform reach to include SnapChat, GlassDoor and Indeed.
Attracting Talent	At Dominion Energy, our target for recruitment is to match the representation of the communities we serve.	<b>Achieved</b> We increased diversity hiring in 2019 by 3 percent from 42 percent in 2018 to 45 percent in 2019.
Developing Talent	We will increase training provided to employees by 10 percent or more in 2019 over 2017 levels.	<b>Achieved</b> In 2019 we provided over 500,000 hours of training to employees, which represents a 67 percent increase over 2017 levels (300,000).
Developing Talent	We will have nearly 100 graduates or graduates in training of our Emerging Leader Program by the end of 2019.	<b>Achieved</b> As of the end of 2019 we have a total of 125 ELP participants.

<sup>1</sup>A previous version of the 2018 Sustainability and Corporate Responsibility Report erroneously included two draft Employee Experience commitments. The report was corrected on February 10, 2020 to omit those two items.

## About This Report

Accountability begins with transparency. This report provides an account of how far we've come, where we are, and where we're going.



This report covers the activities of Dominion Energy and its philanthropic arm, the Dominion Energy Charitable Foundation, for calendar year 2019 and, in certain instances, information about 2020 initiatives. Where relevant or helpful for context, it includes information about previous years.

The report has been prepared in accordance with the Core Option of the Global Reporting Initiative (GRI) Standards. As defined by those standards, material topics are those that “reflect the ... organization’s significant economic, environmental, and social impacts; or substantively influence the assessments and decisions of stakeholders.” Elsewhere in the report, we included an index cross-referencing the topics covered in this report with the relevant GRI standards. In the interest of even greater transparency, we have mapped disclosures in this report to two other important sets of standards: the United Nations Sustainable Development Goals and Sustainability Accounting Standards Board standards.

The company conducts business in 20 states (see: “[About Us](#)”), and those states define the physical boundary of the company’s impacts, with two exceptions: (1) carbon dioxide and methane emissions, which contribute to global climate change, and (2) our customers, suppliers, and investors, which are spread across the country (and, in certain cases, the world).

While we have relied on third-party input to help compile the report, the report has not been third-party assured. However, some greenhouse-gas emissions in this report have been third-party assured by an independent consultant.

Our stakeholder engagement process is nearly continuous. We pursue feedback through a wide variety of means, including meetings, calls, and written correspondence with investors; scrutiny of external documents that convey stakeholder perspectives; internal and external surveys; participation in organizations such as the Climate Action 100+ and the CEO Climate Dialogue; monitoring of media coverage; interviews with employees who regularly interact with external stakeholders; public hearings; town halls; and more. In 2019 alone, we had more than 500 meetings with non-profit leaders. (For more detail, see the “[Community Engagement](#)” section). This stakeholder engagement informs our materiality assessment, which is carried out by a cross-functional team within the company.



## About This Report

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While the report is organized into five primary topic areas, some material falls under two or more categories. For instance, our electric school bus initiative could just as easily be filed under “Clean Energy Diversity and Security,” “Innovation,” or “Serving Customers and Communities.” To avoid repetition in these cases, the report discusses the particular material in depth in one section and provides a cross-reference to related discussions in other sections.

On January 1, 2019, Dominion Energy and SCANA Corporation (an energy holding company with operations in South Carolina, North Carolina, and Georgia) completed their merger. The combination expanded Dominion Energy’s organization, supply chain, and areas of operations. It did not affect the company’s capital structure. In December 2019, Dominion Energy also reorganized its reporting and operating segments to offer more transparency in how we do business and generate revenue, and implemented several additional changes in connection with the pending sale of substantially all of its gas transmission and storage business. As of September 1, 2020, the five new operating segments are:

- Dominion Energy Virginia — our electric utility serving 2.6 million customer accounts in Virginia and northeast North Carolina;
- Gas Transmission & Storage — our portfolio of 10,400 miles of gas transmission pipelines, underground and above-ground storage facilities;
- Gas Distribution — our local gas distribution companies in Ohio, Utah, North Carolina, West Virginia, Wyoming, and Idaho, serving a combined 3 million customer accounts; and our renewable natural gas business;
- Dominion Energy South Carolina — our electric and gas utility serving 1.1 million customer accounts;
- Contracted Assets — our carbon-free solar portfolio, which contains more than 50 contracted solar facilities with a capacity above 1,250 megawatts; Millstone Power Station in Waterford, Conn. — a nuclear facility that produces more than 40 percent of that state’s power and almost all its carbon-free power; and the Cove Point LNG facility in Lusby, Md.

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**In July 2020, Dominion Energy announced the sale of substantially all of its Gas Transmission & Storage (GTS) business, and on September 1 the company renamed its Contracted Generation business Contracted Assets. These developments did not affect 2019 operations. Therefore, this report will include information about GTS.**

Please direct all feedback, including any questions, to: [esg@DominionEnergy.com](mailto:esg@DominionEnergy.com).

# About This Report / Priority Sustainability Issues

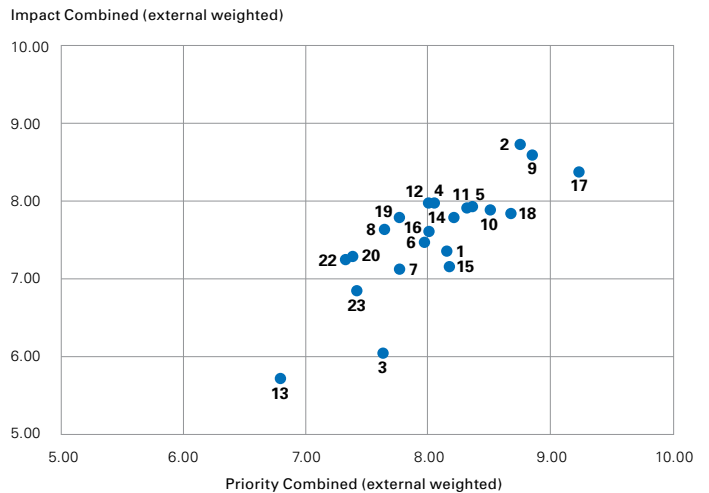
As Dominion Energy considers the future of our strategic approach to sustainability, it is critical for us to understand what aspects of sustainability our stakeholders value most. For that reason, we conducted a Priority Sustainability Issue (PSI) assessment in 2020\* in partnership with the Electric Power Research Institute (EPRI). This report endeavors to capture Dominion Energy’s actions in these critical areas.

The PSI assessment process involved detailed research and multiple rounds of direct engagement with both internal and external stakeholders — including customers, employees, investors, non-governmental organizations (NGOs), suppliers, and universities. First, an extensive review of internal and external literature was used to create a preliminary list of sustainability issues and accompanying descriptions. The list was then refined through engagement with company representatives and external stakeholders — followed by additional stakeholder surveys to determine which sustainability issues should receive the highest priority in our reporting. Finally, the fully developed list of Priority Sustainability Issues was presented to the Dominion Energy leadership team for validation.

The matrix included in this report reflects the results of the process outlined above and compares the priority of the issue with its associated impact. Though the matrix suggests certain issues hold more importance than others, it is imperative to note that each issue is a priority for Dominion Energy and our stakeholders and influences the company’s sustainability strategy.

With the list of priority sustainability issues in mind, this report is structured to share insights on activities and initiatives underway to drive change on these stakeholder priorities. Further, we are evaluating our approach to these issues to ensure we are strategically continuing to improve our performance, commit to targets that matter, and transparently disclose on our progress.

## Priority v. Impact (weighted)



- |                                   |   |
|-----------------------------------|---|
| 1 Climate Change                  | 13 Habit & Wildlife                     |
| 2 Clean Energy                    | 14 Innovation                           |
| 3 Community Vitality              | 15 Public Policy & Government Relations |
| 4 Customer Relations              | 16 Risk Management                      |
| 5 Cyber & Physical Security       | 17 Safety & Health                      |
| 6 Diversity & Inclusion           | 18 Stakeholder Trust                    |
| 7 Employee Engagement             | 19 Strategic Governance                 |
| 8 Energy Value                    | 20 Supply Chain                         |
| 9 Energy Reliability & Resiliency | 21 Talent Management                    |
| 10 Financial Health               | 22 Waste                                |
| 11 Greenhouse Gas Emissions       | 23 Water                                |

\*The Priority Sustainability Issue assessment was conducted in 2020 in coordination with the preparation of the 2019 report.

## Appendix for Priority Sustainability Issues

### Climate Change

Physical and transition risks and opportunities pertaining to assets, business strategies and greenhouse gas emissions management.

### Clean Energy

Integration of diverse company and customer renewable energy solutions.

### Community Vitality

Prosperity and engagement of local communities served and/or impacted.

### Customer Relations

Evolving engagement and expectations around increasingly complex energy products, services, technologies, and tariffs.

### Cyber & Physical Security

Ability to anticipate and defend against digital and physical threats to company facilities, systems, and infrastructure.

### Diversity & Inclusion

An inclusive culture that embraces and leverages a diverse workforce and leadership team, fully participating in driving Dominion Energy's success.

### Employee Engagement

Employee development, fulfillment, commitment and motivation to reach their full potential and represent the company well.

### Energy Value

The value of services provided and ability of customers to pay their energy bills.

### Energy Reliability & Resiliency

Efficiency and effectiveness of operational infrastructure, asset management, and resource planning for consistent delivery of power and natural gas to customers.

### Financial Health

Strength and capacity of Dominion Energy to generate long-term returns and competitive access to capital.

### Greenhouse Gas Emissions

Direct greenhouse gas emissions produced from Dominion Energy operations.

### Grid Modernization

Physical and digital infrastructure to maximize the value of assets and enable new technologies.

### Habitat & Wildlife

Stewardship and health of natural ecosystems.

### Innovation

Identification and utilization of market insights and emerging technologies to drive business decisions and value.

### Public Policy & Government Relations

Legislative and regulatory engagement.

### Risk Management

Identification and management of internal and external risks.

### Safety & Health

Safety and health of employees, contractors, and the public with respect to Dominion Energy operations and assets.

### Stakeholder Trust

Disclosure and engagement on environmental, social, and governance information with local communities, public officials, and investors.

### Strategic Governance

Diverse executive and board leadership to enable effective planning and operations.

### Supply Chain

Dominion Energy supply chain and supplier ESG diversity and performance.

### Talent Management

Workforce planning, hiring, development, and retention of appropriately skilled and educated workers, for today and the future of work.

### Waste

Waste generation and management.

### Water

Quality, availability, and impacts to water resources.

# About This Report / Stakeholder Engagement

## WHAT YOU SHOULD KNOW

How we connect with others to gather their input.

### Communities

TYPE OF ENGAGEMENT	FREQUENCY	DOMINION ENERGY APPROACH
Community Partner meetings	Periodically as needed	<a href="#">Community Development</a> <a href="#">Energy Reliability &amp; Affordability</a> <a href="#">Safety</a> <a href="#">Cleaner Air</a> <a href="#">Clean Water</a> <a href="#">Reducing Waste</a> <a href="#">Habitat &amp; Wildlife Protection</a> <a href="#">Clean Energy Diversity &amp; Security</a> <a href="#">Investing in Infrastructure</a>
Nonprofits, Chambers, Associations, Clubs; attending and supporting events & programs	Regularly throughout the year	
Volunteering (Board service, events, programs)	Regularly throughout the year	
Education partners for recruitment; education programs (Board service, events, programs)	Regularly throughout the year	
Diversity partners for recruitment of employees and business partners (Board service, events, programs)	Regularly throughout the year	
Open houses associated with a project, event, programs	Periodically as needed	

**Our Company**

**About This Report / Stakeholder Engagement**

**Customers**

TYPE OF ENGAGEMENT	FREQUENCY	DOMINION ENERGY APPROACH
Dominion Energy Website	Regularly throughout the year	<a href="#">Community Development</a> <a href="#">Energy Reliability &amp; Affordability</a> <a href="#">Safety</a> <a href="#">Cleaner Air</a> <a href="#">Clean Water</a> <a href="#">Reducing Waste</a> <a href="#">Habitat &amp; Wildlife Protection</a> <a href="#">Clean Energy Diversity &amp; Security</a> <a href="#">Investing in Infrastructure</a>
Dominion Energy Social Media (Twitter, Facebook)	Regularly throughout the year	
Billing statements and customer newsletter	Monthly	
Customer feedback through call center	Continuously	
Key customer meetings	Regularly	
Customer focus groups	Periodically	
Press releases and local media	As needed	

**Employees**

TYPE OF ENGAGEMENT	FREQUENCY	DOMINION ENERGY APPROACH
Leadership updates	Throughout the year	<a href="#">Safety</a> <a href="#">Community Development</a> <a href="#">Attracting Talent</a> <a href="#">Developing Talent</a> <a href="#">Retaining Talent</a> <a href="#">Cleaner Air</a> <a href="#">Clean Water</a> <a href="#">Reducing Waste</a> <a href="#">Habitat &amp; Wildlife Protection</a> <a href="#">Innovation</a> <a href="#">Governance &amp; Risk Oversight</a> <a href="#">Values, Ethics &amp; Compliance</a>
Company intranet	Updated regularly	
Training and development	Regular	
Employee Resource Groups	Meet regularly, hold community events	
Engagement survey	Once every two years	
Volunteerism	Throughout the year	
Putting Our Energy to Work events	Throughout the year	
Performance reviews	Quarterly	

**Our Company**

**About This Report / Stakeholder Engagement**

**Facility Neighbors**

TYPE OF ENGAGEMENT	FREQUENCY	DOMINION ENERGY APPROACH
Community meetings associated with specific facility updates, projects or events	Periodically as needed	<a href="#">Safety</a> <a href="#">Energy Reliability &amp; Affordability</a> <a href="#">Investing in Infrastructure</a> <a href="#">Community Development</a> <a href="#">Cleaner Air</a> <a href="#">Clean Water</a> <a href="#">Reducing Waste</a> <a href="#">Habitat &amp; Wildlife Protection</a>
Letters to neighbors concerning projects and updates	Periodically as needed	
Local media, press releases	Periodically as needed	
Volunteer events	Throughout the year	

**Governments**

TYPE OF ENGAGEMENT	FREQUENCY	DOMINION ENERGY APPROACH
Attendance at meetings and hearings	Throughout the year	<a href="#">Energy Reliability &amp; Affordability</a> <a href="#">Community Development</a> <a href="#">Community Engagement</a> <a href="#">Cleaner Air</a> <a href="#">Clean Water</a> <a href="#">Reducing Waste</a> <a href="#">Habitat &amp; Wildlife Protection</a> <a href="#">Clean Energy Diversity &amp; Security</a> <a href="#">Investing in Infrastructure</a> <a href="#">Safety</a> <a href="#">Values, Ethics &amp; Compliance</a>
Press releases and local media	As needed	
Volunteer events	Throughout the year	
Community meetings	Periodically as needed	

**Shareholders**

TYPE OF ENGAGEMENT	FREQUENCY	DOMINION ENERGY APPROACH
Investor calls and meetings	Throughout the year	<a href="#">About Us</a> <a href="#">Governance &amp; Risk Oversight</a> <a href="#">Values, Ethics &amp; Compliance</a> <a href="#">Investing in Infrastructure</a> <a href="#">Clean Energy Diversity &amp; Security</a> <a href="#">Safety</a> <a href="#">Cleaner Air</a> <a href="#">Clean Water</a> <a href="#">Waste Management</a> <a href="#">Habitat &amp; Wildlife Protection</a> <a href="#">Innovation</a> <a href="#">Attracting Talent</a> <a href="#">Developing Talent</a> <a href="#">Retaining Talent</a>
Investor Relations website	Updated regularly	
ESG website and disclosures	Updated regularly	
Presentations at investor meetings, earnings calls	Quarterly and throughout the year	
Press releases	As needed	

## About This Report / GRI Index

The Global Reporting Initiative provides a framework disclosing information of particular interest to stakeholders materially affected by a company's operations. The index below shows where to find such information in this report.

A materiality analysis was conducted in 2019 to help shape our sustainability strategy by understanding the issues important to our investors, employees, customers and communities. The analysis was conducted using both internal and external interviews. In addition to external interviews, external documents that provided stakeholder perspectives were reviewed. The internal interviews focused on those who directly engage with stakeholders on a regular basis. In addition, a targeted employee survey was used to hear directly from employees on issues important to them. With the help of external sustainability experts, an internal team of stakeholders considered the issues that had been identified, and then selected a list of material issues that were then vetted with internal leaders.

### General Disclosures

Disclosure	Description	Location	Reason for Omission/Partial Mapping
102-1	Report the name of the organization.	<a href="#">Front Page</a>	
102-2	Description of the organization's activities, brands, products, and services.	<a href="#">About Us</a>	
102-3	Report the location of the organization's headquarters.	<a href="#">About Us</a>	
102-4	Report the number of countries where the organization operates, and the names of the countries where it has significant operations and/or that are relevant to the topics covered in the report.	<a href="#">About Us</a>	
102-5	Report the nature of ownership and legal form.	Publicly-traded corporation; <a href="#">10-K</a>	
102-6	Report markets served, including: <ul style="list-style-type: none"> <li>• Geographic location where products and services are offered</li> <li>• Sectors served</li> <li>• Types of customers and beneficiaries.</li> </ul>	<a href="#">About Us</a>	
102-7	Report scale of the organization, including: <ul style="list-style-type: none"> <li>• Total number of employees;</li> <li>• Total number of operations;</li> <li>• Net revenues (for public sector organizations);</li> <li>• Quantity of products or services provided.</li> </ul>	<a href="#">About Us</a>	

About This Report / GRI Index

General Disclosures

Disclosure	Description	Location	Reason for Omission/Partial Mapping
102-9	Report a description of the organization’s supply chain, including main elements as they relate to the organization’s activities, primary brands, products and services.	<a href="#">Supply Chain Sustainability</a>	
102-10	Report any significant changes during the reporting period regarding the organization’s size, structure, ownership, or supply chain, including: <ul style="list-style-type: none"> <li>• Changes in the location of, or changes in, operations, including facility openings, closings, and expansions;</li> <li>• Changes in the share capital structure and other capital formation, maintenance, and alteration operations (for private sector organizations);</li> <li>• Changes in the location of suppliers, the structure of the supply chain, or in relationships with suppliers, including selection and termination.</li> </ul>	<a href="#">One Dominion Energy</a>	
102-11	Report whether and how the organization applies the precautionary principle or approach.	<a href="#">Risk Oversight</a>	
102-12	Report a list of externally-developed economic, environmental and social charters, principles, or other initiatives to which the organization subscribes, or which it endorses.	<a href="#">Voluntary Initiatives</a>	
102-13	Report a list of main memberships of industry or other associations, and national or international advocacy organizations.	<a href="#">About this Report; Climate Change</a>	

Strategy

Disclosure	Description	Location	Reason for Omission/Partial Mapping
102-14	Report a statement from the most senior decision maker of the organization (e.g. CEO, chair, or equivalent senior position) about the relevance of sustainability to the organization and the strategy for addressing sustainability.	<a href="#">Letter from the Chairman</a>	
102-15	Report a description of key impacts, risks, and opportunities.	<a href="#">Risk Oversight; Climate Report; 10-K</a>	

Ethics and Integrity

Disclosure	Description	Location	Reason for Omission/Partial Mapping
102-16	Describe the organization's values, principles, standards and norms of behavior such as codes of conduct, codes of ethics, etc.	<a href="#">Values, Ethics &amp; Compliance</a>	
102-17	Report the internal and external mechanisms for seeking advice on ethical and lawful behavior, and organizational integrity; and reporting concerns about unethical or unlawful behavior, and organizational integrity.	<a href="#">Values, Ethics &amp; Compliance</a>	



About This Report / GRI Index

Governance			
Disclosure	Description	Location	Reason for Omission/Partial Mapping
102-18	Report the governance structure of the organization including committee of the highest governance body and committees responsible for decision-making on economic, environmental and social topics.	<a href="#">Governance &amp; Risk Oversight</a> ; <a href="#">Proxy Statement</a>	
102-19	Report the processes for delegating authority for economic, environmental, and social topics from the highest governance body to senior executives and other employees.	<a href="#">Governance &amp; Risk Oversight</a>	
102-20	Report whether the organization has appointed an executive-level position or positions with responsibility for economic, environmental, and social topics, and whether post holders report directly to the highest governance body.	<a href="#">Sustainability and Corporate Responsibility Committee</a> ; <a href="#">Sustainability and Corporate Responsibility Committee Charter</a>	
102-21	Report processes for consultation between stakeholders and the highest governance body on economic, environmental, and social topics; and if consultation is delegated, describe to whom it is delegated and how the resulting feedback is provided to the highest governance body.	<a href="#">Sustainability and Corporate Responsibility Committee Charter</a>	
102-22	Report the composition of the highest governance body and its committees by: <ul style="list-style-type: none"> <li>• Executive or non-executive;</li> <li>• Independence;</li> <li>• Tenure on the governance body;</li> <li>• Number of each individual’s other significant positions and commitments, and the nature of the commitments;</li> <li>• Gender;</li> <li>• Membership of under-represented social groups;</li> <li>• Competencies relating to economic, environmental, and social topics;</li> <li>• Stakeholder representation.</li> </ul>	<a href="#">Proxy Statement</a>	
102-23	Report whether the chair of the highest governance body is also an executive officer in the organization. If the chair of the highest governance body is also an executive officer in the organization, describe his/her function within the organization’s management and the reasons for this arrangement.	<a href="#">Proxy Statement</a>	
102-24	Report the nomination and selection processes for the highest governance body and its committees, and the criteria used for nominating and selecting highest governance body members, including whether and how: <ul style="list-style-type: none"> <li>• Stakeholders (including shareholders) are involved;</li> <li>• Diversity is considered;</li> <li>• Independence is considered;</li> <li>• Expertise and experience relating to economic, environmental and social topics are considered.</li> </ul>	<a href="#">Proxy Statement</a>	

About This Report / GRI Index

Governance

Disclosure	Description	Location	Reason for Omission/Partial Mapping
102-25	<p>Report the processes for the highest governance body to ensure conflicts of interest are avoided and managed and whether conflicts of interest are disclosed to stakeholders, including, as a minimum:</p> <ul style="list-style-type: none"> <li>• Cross-board membership;</li> <li>• Cross-shareholding with suppliers and other stakeholders;</li> <li>• Existence of controlling shareholder;</li> <li>• Related party disclosures.</li> </ul>	<a href="#">Proxy Statement;</a> <a href="#">Corporate Governance Guidelines;</a> <a href="#">Related Party Guidelines</a>	
102-26	<p>Report the highest governance body's and senior executives' roles in the development, approval, and updating of the organization's purpose, value or mission statements, strategies, policies, and goals related to economic, environmental, and social topics.</p>	<a href="#">Sustainability and Corporate Responsibility Committee Charter</a>	
102-27	<p>Report the measures taken to develop and enhance the highest governance body's collective knowledge of economic, environmental, and social topics.</p>	<a href="#">Sustainability and Corporate Responsibility Committee Charter</a>	
102-28	<p>Report the following information regarding the highest governance body's performance:</p> <ul style="list-style-type: none"> <li>• Processes for evaluating the highest governance body's performance with respect to governance of economic, environmental, and social topics.</li> <li>• Whether such evaluation is independent or not, and its frequency.</li> <li>• Whether such evaluation is a self-assessment.</li> <li>• Actions taken in response to evaluation of the highest governance body's performance with respect to governance of economic, environmental, and social topics, including, as a minimum, changes in membership and organizational practice.</li> </ul>	<a href="#">Proxy Statement</a>	
102-29	<p>Report the following information regarding the highest governance body's role in identifying and managing economic, environmental, and social impacts:</p> <ul style="list-style-type: none"> <li>• Highest governance body's role in identifying and managing economic, environmental, and social topics and their impacts, risks, and opportunities – including its role in the implementation of due diligence processes.</li> <li>• Whether stakeholder consultation is used to support the highest governance body's identification and management of economic, environmental, and social topics and their impacts, risks, and opportunities.</li> </ul>	<a href="#">Sustainability and Corporate Responsibility Committee;</a> <a href="#">Sustainability and Corporate Responsibility Committee Charter</a>	
102-30	<p>Report the highest governance body's role in reviewing the effectiveness of the organization's risk management processes for economic, environmental, and social topics.</p>	<a href="#">Governance Structure;</a> <a href="#">Sustainability and Corporate Responsibility Committee Charter</a>	

About This Report / GRI Index

Governance			
Disclosure	Description	Location	Reason for Omission/Partial Mapping
102-31	Report the frequency of the highest governance body's review of economic, environmental, and social topics and their impacts, risks, and opportunities.	<a href="#">Proxy Statement;</a> <a href="#">Sustainability and Corporate Responsibility Committee Charter</a>	
102-32	Report the highest committee or position that formally reviews and approves the organization's sustainability report and ensures that all material topics are covered.	<a href="#">Sustainability and Corporate Responsibility Committee Charter</a>	
102-33	Report the process for communicating critical concerns to the highest governance body.	<a href="#">Ethics and Compliance: Reporting and Addressing Concerns</a>	
102-35	<p>Report remuneration policies for the highest governance body and senior executives for the following types of remuneration:</p> <ul style="list-style-type: none"> <li>• Fixed pay and variable pay, including performance-based pay, equity-based pay, bonuses, and deferred or vested shares;</li> <li>• Sign-on bonuses or recruitment incentive payments;</li> <li>• Termination payments;</li> <li>• Clawbacks;</li> <li>• Retirement benefits, including the difference between benefit schemes and contribution rates for the highest governance body, senior executives, and all other employees.</li> </ul> <p>Report how performance criteria in the remuneration policies relate to the highest governance body's and senior executives' objectives for economic, environmental, and social topics.</p>	<a href="#">Proxy Statement</a>	
102-36	Report the process for determining remuneration, whether remuneration consultants are involved in determining remuneration and whether they are independent of management, and any other relationships that the remuneration consultants have with the organization.	<a href="#">Proxy Statement</a>	
102-37	Report how stakeholders' views are sought and taken into account regarding remuneration and if applicable, the results of votes on remuneration policies and proposals.	<a href="#">Proxy Statement</a>	
102-38	Report the ratio of the annual total compensation for the organization's highest-paid individual in each country of significant operations to the median annual total compensation for all employees (excluding the highest-paid individual) in the same country.	<a href="#">Proxy Statement</a>	

About This Report / GRI Index

Stakeholder Engagement			
Disclosure	Description	Location	Reason for Omission/Partial Mapping
102-40	Provide a list of stakeholder groups engaged by the organization.	<a href="#">About This Report</a>	
102-41	Report the percentage of total employees covered by collective bargaining agreements.	<a href="#">10-K</a>	
102-42	Report the basis for identification and selection of stakeholders with whom to engage.	<a href="#">Engaging Communities</a>	
102-43	Report the organization's approach to stakeholder engagement, including frequency of engagement by type and by stakeholder group, and an indication of whether any of the engagement was undertaken specifically as part of the report preparation process.	<a href="#">About This Report</a> ; <a href="#">Priority Sustainability Issues</a> ; <a href="#">Engaging Communities</a>	
102-44	Report the key topics and concerns that have been raised through stakeholder engagement, including: <ul style="list-style-type: none"> <li>• How the organization has responded to those key topics and concerns, including through its reporting;</li> <li>• The stakeholder groups that raised each of the key topics and concerns.</li> </ul>	<a href="#">Priority Sustainability Issues</a> ; <a href="#">Engaging Communities</a> ; <a href="#">Case Studies</a>	
Reporting Process			
Disclosure	Description	Location	Reason for Omission/Partial Mapping
102-45	Report a list of all entities included in the organization's consolidated financial statements or equivalent documents. Report whether any entity included in the organization's consolidated financial statements or equivalent documents is not covered by the report.	<a href="#">SEC Filings</a>	
102-46	Report an explanation of the process for defining the report content and the topic boundaries and an explanation of how the organization has implemented the reporting principles for defining report content.	<a href="#">About This Report</a>	
102-47	Report a list of the material topics identified in the process for defining report content.	<a href="#">Priority Sustainability Issues</a>	
102-48	Report the effect of any restatements of information given in previous reports, and the reasons for such restatements.	No restatement of information	
102-49	Report significant changes from previous reporting periods in the list of material topics and topic boundaries.	<a href="#">About This Report</a>	
102-50	Report the reporting period for the information provided.	<a href="#">About This Report</a>	
102-51	Report, if applicable, the date of the most recent previous report.	October 2019	
102-52	Report the reporting cycle.	Annual; <a href="#">About This Report</a>	

About This Report / GRI Index

Reporting Process			
Disclosure	Description	Location	Reason for Omission/Partial Mapping
102-53	Report the contact point for questions regarding the report.	<a href="#">About This Report; esg@DominionEnergy.com</a>	
102-54	Report the claim made by the organization, if it has prepared a report in accordance with the GRI Standards, either: <ul style="list-style-type: none"> <li>• 'This report has been prepared in accordance with the GRI Standards: Core option';</li> <li>• 'This report has been prepared in accordance with the GRI Standards: Comprehensive option'.</li> </ul>	<a href="#">About This Report</a>	
102-55	Report the GRI context index, which specifies each of the GRI Standards used and lists all disclosures included in the report. For each disclosure, the content index shall include: <ul style="list-style-type: none"> <li>• The number of the disclosure (for disclosures covered by the GRI Standards);</li> <li>• The page number(s) or URL(s) where the information can be found, either within the report or in other published materials;</li> <li>• If applicable, and where permitted, the reason(s) for omission when a required disclosure cannot be made.</li> </ul>	<a href="#">GRI Index</a>	
102-56	Report a description of the organization's policy and current practice with regard to seeking external assurance for the report. If the report has been externally assured, report the following: <ul style="list-style-type: none"> <li>• A reference to the external assurance report, statements, or opinions. If not included in the assurance report accompanying the sustainability report, a description of what has and what has not been assured and on what basis, including the assurance standards used, the level of assurance obtained, and any limitations of the assurance process;</li> <li>• The relationship between the organization and the assurance provider;</li> <li>• Whether and how the highest governance body or senior executives are involved in seeking external assurance for the organization's sustainability report.</li> </ul>	<a href="#">About This Report</a>	
EU1	Installed capacity, broken down by primary energy source and by regulatory regime	<a href="#">Environmental Metrics</a>	Partial: Does not include breakdown by regulatory regime
EU2	Net energy output broken down by primary energy source and by regulatory regime	<a href="#">Environmental Metrics</a>	Partial: Does not include breakdown by regulatory regime
EU3	Number of residential, industrial, institutional, and commercial customer accounts	<a href="#">Social and Workforce Metrics</a>	
EU4	Length of above and underground transmission and distribution lines by regulatory regime	<a href="#">Environmental Metrics; Environmental Justice</a>	Partial: Does not include breakdown by regulatory regime
EU29	Average power outage duration	<a href="#">Electric Reliability</a>	

About This Report / GRI Index

Management Approach

Disclosure	Description	Location	Reason for Omission/Partial Mapping
103-1	<p>For each material topic, the reporting organization shall report the following information:</p> <ul style="list-style-type: none"> <li>• An explanation of why the topic is material;</li> <li>• The Boundary for the material topic, which includes a description of: where the impacts occur and the organization’s involvement with the impacts. For example, whether the organization has caused or contributed to the impacts, or is directly linked to the impacts through its business relationships;</li> <li>• Any specific limitation regarding the topic Boundary.</li> </ul>	Throughout Report	
103-2	<p>For each material topic, the reporting organization shall report the following information:</p> <ul style="list-style-type: none"> <li>• An explanation of how the organization manages the topic;</li> <li>• A statement of the purpose of the management approach;</li> <li>• A description of the following, if the management approach includes that component: <ul style="list-style-type: none"> <li>• Policies</li> <li>• Commitments</li> <li>• Goals and targets</li> <li>• Responsibilities</li> <li>• Resources</li> <li>• Grievance mechanisms</li> <li>• Specific actions, such as processes, projects, programs and initiatives</li> </ul> </li> </ul>	Throughout Report	
103-3	<p>For each material topic, the reporting organization shall report an explanation of how the organization evaluates the management approach, including:</p> <ul style="list-style-type: none"> <li>• The mechanisms for evaluating the effectiveness of the management approach;</li> <li>• The results of the evaluation of the management approach;</li> <li>• Any related adjustments to the management approach.</li> </ul>	Throughout Report; <a href="#">Commitments</a>	
G4-DMA (EU6)	Report the management approach to ensure short and long-term electricity availability and reliability.	<a href="#">Energy Reliability and Value</a>	
G4-DMA (EU8)	Report the research and development activity and expenditure aimed at providing reliable electricity and promoting sustainable development.	<a href="#">Innovation</a>	
G4-DMA (EU21)	Report the contingency planning measures, disaster/emergency management plan and training programs, and recovery/restoration plans.	<a href="#">Electric Safety</a>	

About This Report / GRI Index

Economic Standards

Disclosure	Description	Location	Reason for Omission/Partial Mapping
201-1	<p>Direct economic value generated and distributed (EVG&amp;D) on an accruals basis, including the basic components for the organization’s global operations as listed below. If data are presented on a cash basis, report the justification for this decision in addition to reporting the following basic components:</p> <ul style="list-style-type: none"> <li>• Direct economic value generated: revenues;</li> <li>• Economic value distributed: operating costs, employee wages and benefits, payments to providers of capital, payments to government by country, and community investments;</li> <li>• Economic value retained: ‘direct economic value generated’ less ‘economic value distributed’;</li> </ul> <p>Where significant, report EVG&amp;D separately at country, regional, or market levels, and the criteria used for defining significance.</p>	<a href="#">10-K</a> ; <a href="#">Economic Development</a> ; <a href="#">Philanthropy</a>	
201-2/G4-EC2	Report financial implications and other risks and opportunities for the organization’s activities due to climate change.	<a href="#">Climate Report</a>	
203-1/G4-EC7	Report the extent of development of significant infrastructure investments and services supported; Current or expected impacts on communities and local economies, including positive and negative impacts where relevant; and whether these investments and services are commercial, in-kind, or pro bono engagements.	<a href="#">Economic Development</a> ; <a href="#">Investing in Infrastructure for Clean Energy</a>	
203-2	Report examples of significant identified indirect economic impacts of the organization, including positive and negative impacts, and significance of the indirect economic impacts in the context of external benchmarks and stakeholder priorities, such as national and international standards, protocols, and policy agendas.	<a href="#">Economic Development</a> ; <a href="#">UN SDGs</a>	
205-2	Communication and training about anti-corruption policies and procedures.	<a href="#">Employee &amp; Supplier Code of Ethics</a> ; <a href="#">Governance &amp; Risk Oversight</a>	Partial Mapping: Omitted due to lack of data; number of employees that have received anti-corruption training

About This Report / GRI Index

Environmental Standards			
Disclosure	Description	Location	Reason for Omission/Partial Mapping
303-1	Interactions with water as a shared resource	<a href="#">Water CDP</a>	
303-2	Management of water discharge-related impacts	<a href="#">Water CDP</a>	
303-3/G4-EN8	Water withdrawal	<a href="#">Water CDP</a> ; <a href="#">Environmental Metrics</a>	Omitted due to lack of data: Water withdrawal from areas with water stress
303-4	Water discharge	<a href="#">Water CDP</a>	Omitted due to lack of data: Water discharge to areas with water stress
303-5	Water consumption	<a href="#">Water CDP</a>	Omitted due to lack of data: Water consumption from areas with water stress and changes in water storage
304-2	Significant impacts of activities, products, and services on biodiversity	<a href="#">Habitat &amp; Wildlife Protection</a>	
305-1/G4-EN15	Direct (Scope 1) GHG emissions	<a href="#">Climate CDP</a>	
305-2/G4-EN16	Energy indirect (Scope 2) GHG emissions	<a href="#">Climate CDP</a>	Omitted due to lack of data: Gases included in CO <sub>2</sub> e calculation Source of GWP rates used
305-3	Other indirect (Scope 3) GHG emissions	Omitted	Omitted: Scope 3 Emissions are not tracked by Dominion Energy
305-4/G4-EN18	GHG emissions intensity	<a href="#">Climate CDP</a> ; <a href="#">Environmental Metrics</a>	
305-5/G4-EN19	Reduction of GHG emissions	<a href="#">Cleaner Air</a> ; <a href="#">Climate CDP</a> ; <a href="#">Environmental Metrics</a>	
305-7/G4-EN21	Nitrogen oxides (NO <sub>x</sub> ), sulfur oxides (SO <sub>x</sub> ), and other significant air emissions	<a href="#">Cleaner Air</a> ; <a href="#">Climate CDP</a> ; <a href="#">Environmental Metrics</a>	Omitted due to lack of data: Persistent Organic Pollutants (POP) Volatile Organic Compounds (VOC) Hazardous Air Pollutants (HAP) Particulate Matter (PM)
307-1	Non-compliance with environmental laws and regulations	<a href="#">Environmental Metrics</a>	
308-1	New suppliers that were screened using environmental criteria	<a href="#">Supply Chain Sustainability</a>	



About This Report / GRI Index

**Environmental Standards**

Disclosure	Description	Location	Reason for Omission/Partial Mapping
OG2	Total amount invested in renewable energy	<a href="#">Electric Diversity: Renewables</a>	
OG3	Total amount renewable energy generated by source	<a href="#">Environmental Metrics</a>	
G4-EN27	Extent of impact mitigation of environmental impacts of products and services	<a href="#">Methane Emissions Reduction</a>	

**Social Standards**

Disclosure	Description	Location	Reason for Omission/Partial Mapping
403-1	Occupational health and safety management system	<a href="#">Workplace Safety</a>	
403-2	Hazard identification, risk assessment, and incident investigation	<a href="#">Workplace Safety</a>	
403-3	Occupational health services	<a href="#">Workplace Safety</a>	
403-4	Worker participation, consultation, and communication on occupational health and safety	<a href="#">Workplace Safety</a>	
403-5	Worker training on occupational health and safety	<a href="#">Workplace Safety; Employee Health and Wellness</a>	
403-6	Promotion of worker health	<a href="#">Workplace Safety</a>	
403-7	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	<a href="#">Workplace Safety</a>	
404-2	Programs for upgrading employee skills and transition assistance programs	<a href="#">Developing Talent; Just Transition</a>	
405-1	Diversity of governance bodies and employees	<a href="#">Social and Workforce Metrics; Proxy Statement</a>	Omitted: breakdown of employees by age by employee category

**Our Company**

**About This Report / GRI Index**

**Social Standards**

Disclosure	Description	Location	Reason for Omission/Partial Mapping
408-1	Operations and suppliers identified as having significant risk for incidents of child labor	None. U.S. law prohibits child labor, and Dominion Energy prohibits these practices within the company. We hold our suppliers to that same standard; <a href="#">Supplier Expectations</a> ; <a href="#">Supplier Code of Ethics and Business Conduct</a>	
409-1	Operations and suppliers identified as having significant risk for incidents of forced or compulsory labor	None. U.S. law prohibits forced or compulsory labor, and Dominion Energy prohibits these practices within the company. We hold our suppliers to that same standard. <a href="#">Supplier Expectations</a> ; <a href="#">Supplier Code of Ethics and Business Conduct</a>	
414-1	New suppliers that were screened using social criteria	<a href="#">Supplier Diversity</a>	
415-1	Total monetary value of political contributions by country and recipient/beneficiary.	<a href="#">Political Participation</a> ; <a href="#">Political Contributions</a>	

# About This Report / U.N. Sustainable Development Goals

## WHAT YOU SHOULD KNOW

The United Nations Sustainable Development Goals (UN SDGs) outline a blueprint for businesses, government, and other organizations to work together toward sustainable development. Below is a mapping of Dominion Energy's sustainability initiatives to the applicable UN SDGs (note: a number of the UN SDG targets are not applicable to our business lines).



**Our Company**

About This Report / U.N. Sustainable Development Goals

# Sustainable Development Goal Mapping

## Our Company

- 5.5: Governance & Risk Oversight
- 8.8: Values, Ethics & Compliance
- 12.6: About This Report
- 13.2: Governance & Risk Oversight
- 16.2, 16.5: Values, Ethics & Compliance
- 16.6., 16.7: Values, Ethics & Compliance; Governance & Risk Oversight
- 17.17: Governance & Risk Oversight



## Delivering Clean, Reliable, Affordable Energy

- 7.1: Delivering Clean, Reliable, Affordable Energy
- 7.2: Clean Energy Diversity & Security; Innovation
- 7.3: Delivering Energy Reliability & Value
- 9.4: Investing in Infrastructure for Clean Energy
- 9.5: Innovation
- 13.1: Delivering Energy Reliability & Value



## Serving Customers and Communities

- 4.4, 4.5, 4.7: Community Development
- 8.3: Engaging Communities; Community Development
- 8.8: Safety
- 11.4: Engaging Communities
- 17.17: Community Development



## Empowering Our People

- 4.4, 4.5, 4.7: Empowering Employees
- 5.5: Workforce Metrics
- 8.5: Attracting Talent
- 8.8: Empowering Employees



## Protecting The Environment

- 3.9: Cleaner Air; Clean Water; Habitat & Wildlife Protection
- 6.3, 6.4: Clean Water
- 6.6: Clean Water; Habitat & Wildlife Protection
- 7.2: Cleaner Air
- 8.4: Sustainable Operations
- 12.2: Environment Overview; Sustainable Operations; Habitat & Wildlife Protection
- 12.3: Environment Overview; Habitat & Wildlife Protection
- 12.4: Protecting Our Environment
- 12.5, 12.7: Sustainable Operations
- 13.2: Cleaner Air
- 14.1, 14.2: Clean Water; Habitat & Wildlife Protection
- 14.3: Cleaner Air; Clean Water
- 14.5: Habitat & Wildlife Protection
- 15.1: Clean Water; Habitat & Wildlife Protection
- 15.2, 15.5, 15.8, 15.9: Habitat & Wildlife Protection



## About This Report / SASB Map

### WHAT YOU SHOULD KNOW

The Sustainability Accountability Standards Board provides another framework for disclosing information of interest to stakeholders. The map below shows where to find SASB disclosures in this report.

## Electric Utilities & Power Generators

Topic	Accounting Metric	Location	Omitted	Reason for Omission
Greenhouse Gas Emissions & Energy Resource Planning	IF-EU-110a.1 - (1) Gross global scope 1 emissions	<a href="#">Cleaner Air</a> ; <a href="#">Metrics</a>	Percentage covered under (2) emissions-limiting regulations, and (3) emissions-reporting regulations	Information unavailable.
	IF-EU-110a.3 - Discussion of long-term and short term strategy or plan to manage Scope 1 emissions, emissions reduction targets and an analysis of performance against those targets	<a href="#">Cleaner Air</a> ; <a href="#">Climate Report</a> ; <a href="#">Climate CDP</a>		
Air Quality	IF-EU-120a.1 - Air emissions of the following pollutants: (1) NOx, (2) SO2, and (5)Hg	<a href="#">Other Air Emissions</a> ; <a href="#">Metrics</a>	(3) particulate matter (PM10), (4) lead (Pb)	Information unavailable.
Water Management	IF-EU-140a.1 - (1) Total water withdrawn and (2) total water consumed, percentage of each in regions with High or Extremely High Baseline Water Stress	<a href="#">Metrics</a> ; <a href="#">Water CDP</a>		
	IF-EU-140a.2 - Number of incidents of non-compliance associated with water quality and/or quality permits, standards, and regulations	<a href="#">Metrics</a> ; <a href="#">Water CDP</a>		
	IF-EU-140a.3 - Description of water management risks and discussion of strategies and practices to mitigate those risks	<a href="#">Clean Water</a> ; <a href="#">Water CDP</a>		
Coal Ash Management	IF-EU-150a.1 - Amount of coal combustion residuals (CCR) generated, percentage recycled	<a href="#">Metrics</a>		
Energy Affordability	IF-EU-240a.1 - Average retail rate for (1) residential customers	<a href="#">Energy Value</a>	Average retail rate for (2) commercial, and (3) industrial customers	Information not publicly disclosed.
	IF-EU-240a.2 - Typical monthly electric bill for residential customers for 1000 kWh of electricity delivered per month	<a href="#">Energy Value</a>	Typical monthly electric bill for residential customers for 500 kWh of electricity delivered per month	Information not publicly disclosed.
	IF-EU-240a.4 - Discussion of impact of external factors on customer affordability of electricity, including the economic condition of the service territory	<a href="#">Energy Value</a>		
Workforce Health & Safety	IF-EU-320a.1 - (1) Total recordable incident rate (TRIR), (2) Fatality rate	<a href="#">Safety</a> ; <a href="#">Metrics</a>	(3) near miss frequency rate (NMFR)	Information not publicly disclosed

**Our Company**

**About This Report / SASB Map**

Topic	Accounting Metric	Location	Omitted	Reason for Omission
<b>Nuclear Safety &amp; Emergency Management</b>	<b>IF-EU-540a.1</b> - Total number of nuclear power units, broken down by U.S. Nuclear Regulatory Commission (NRC) Action Matrix Column	All 7 of our units are in the Licensee Response column: Millstone 2, Millstone 3, North Anna 1, North Anna 2, Surry 1, Surry 2, and V.C. Summer. <a href="https://www.nrc.gov/reactors/operating/oversight/actionmatrix-summary.html">https://www.nrc.gov/reactors/operating/oversight/actionmatrix-summary.html</a>		
	<b>IF-EU-540a.2</b> - Description of efforts to manage nuclear safety and emergency preparedness	<a href="#">Nuclear Safety</a>		
<b>Activity Metrics</b>	<b>IF-EU-000.A</b> - Number of: (1) residential, (2) commercial, and (3) industrial customers served	<a href="#">Social and Workforce Metrics</a>		

## Gas Utilities & Distributors

Topic	Accounting Metric	Location	Omitted	Reason for Omission
<b>Energy Affordability</b>	<b>IF-GU-240a.1</b> - Average retail gas rate for (1) residential customers	<a href="#">Energy Value</a>	Average retail gas rate for (2) commercial, (3) industrial customers, and (4) transportation services only	Information not publicly disclosed
<b>End-Use Efficiency</b>	<b>IF-GU-420a.2</b> - Customer gas savings from efficiency measures by market	<a href="#">Energy Value</a>		
<b>Integrity of Gas Delivery Infrastructure</b>	<b>IF-GU-540a.2</b> - Percentage of distribution pipeline that is (1) cast and/or wrought iron and (2) unprotected steel	<a href="#">Pipeline Replacement; Natural Gas Metrics</a>		
	<b>IF-GU-540a.4</b> - Description of efforts to manage the integrity of gas delivery infrastructure, including risks related to safety and emission	<a href="#">Methane Emissions Reduction; Natural Gas Safety and Integrity</a>		

**Our Company**

About This Report / SASB Map

## Oil & Gas Midstream

Topic	Accounting Metric	Location	Omitted	Reason for Omission
<b>Greenhouse Gas Emissions</b>	<b>EM-MD-110a.1</b> - Gross global Scope 1 emissions, percentage methane	<a href="#">Cleaner Air; Metrics; Natural Gas Metrics</a>	Percentage covered under emissions-limiting regulations	Information not publicly disclosed
	<b>EM-MD-110a.2</b> - Discussion of long-term and short-term strategy or plan to manage Scope 1 emissions, emission reduction targets, and an analysis of performance against those targets	<a href="#">Cleaner Air; Methane Emissions Reduction Report; Climate Report</a>		
<b>Ecological Impacts</b>	<b>EM-MD-160a.1</b> - Description of environmental management policies and practices for active operations	<a href="#">Habitat &amp; Wildlife Protection</a>		
<b>Operational Safety, Emergency Preparedness &amp; Response</b>	<b>EM-MD-540a.4</b> - Discussion of management systems used to integrate a culture of safety and emergency preparedness throughout the value chain and throughout project lifecycles	<a href="#">Natural Gas Safety and Integrity</a>		

# Metrics

Our story in numbers.

## Environmental

### Dominion Energy Portfolio

YEAR Baseline	2000 Baseline	2005	2015	2016	2017	2018	2019
<b>Dominion Energy Virginia and Contracted Generation Owned Nameplate Generation Capacity at end of year (MW)</b>	15,147	25,910	22,774	24,604	25,101	25,117	23,768
Coal	5,992	7,937	4,406	4,406	4,402	4,406	3,684
Natural Gas	1,800	7,107	7,836	9,256	9,297	9,187	8,413
Nuclear	3,253	5,726	5,349	5,349	5,349	5,349	5,349
Petroleum	2,476	3,219	2,171	2,171	2,168	2,155	2,143
Total Renewable Energy Resources	1,587	1,921	2,997	3,407	3,870	4,005	4,179
Biomass/Biogas		80	236	236	236	236	153
Geothermal							
Hydroelectric	1,587	1,841	2,120	2,126	2,126	2,124	2,124
Solar			359	763	1,226	1,363	1,752
Wind			282	282	282	282	150
Other	39		15	15	15	15	



Metrics

YEAR Baseline	2000 Baseline	2005	2015	2016	2017	2018	2019
<b>Dominion Energy South Carolina Owned Nameplate Generation Capacity at end of year (MW)</b>	4,483	5,776	5,240	5,239	5,239	5,708	5,651
Coal	2,720	2,590	1,789	1,789	1,789	1,789	1,704
Natural Gas	372	1,719	2,004	2,003	2,003	2,507	2,513
Nuclear	635	644	647	647	647	647	650
Petroleum							
Total Renewable Energy Resources	756	823	800	800	800	765	784
Biomass/Biogas							
Geothermal							
Hydroelectric	756	823	800	800	800	765	784
Solar							
Wind							
Other							
<b>Combined Owned Nameplate Generation Capacity at end of year (MW)</b>	19,630	31,686	28,014	29,843	30,340	30,825	29,419
Coal	8,712	10,527	6,195	6,195	6,191	6,195	5,388
Natural Gas	2,172	8,826	9,840	11,259	11,300	11,694	10,926
Nuclear	3,888	6,370	5,996	5,996	5,996	5,996	5,999
Petroleum	2,476	3,219	2,171	2,171	2,168	2,155	2,143
Total Renewable Energy Resources	2,343	2,744	3,797	4,207	4,670	4,770	4,963
Biomass/Biogas		80	236	236	236	236	153
Geothermal							
Hydroelectric	2,343	2,664	2,920	2,926	2,926	2,889	2,908
Solar			359	763	1,226	1,363	1,752
Wind			282	282	282	282	150
Other	39		15	15	15	15	

Metrics

YEAR	2000 Baseline	2005 Baseline	2015	2016	2017	2018	2019
<b>Dominion Energy Virginia and Contracted Net Generation Production for the data year (MWH)</b>	71,536,133	109,328,723	98,455,046	108,368,094	102,060,029	100,659,937	94,855,233
Coal	37,772,810	51,607,246	22,613,052	21,947,757	15,376,307	12,302,427	7,177,447
Natural Gas	3,698,671	7,728,873	28,858,084	38,370,996	37,654,007	38,838,261	38,386,925
Nuclear	26,552,901	44,164,092	42,888,281	43,951,909	44,548,239	43,541,335	43,833,345
Petroleum	3,021,949	4,710,344	847,768	459,162	271,644	626,111	123,323
Total Renewable Energy Resources	489,802	1,118,168	3,247,861	3,638,270	4,209,832	5,351,803	5,334,193
Biomass/Biogas		540,007	1,193,180	1,266,746	1,163,454	1,196,101	1,007,679
Geothermal							
Hydroelectric	489,802	578,161	613,069	771,100	488,627	850,529	690,754
Solar			747,748	934,322	1,983,498	2,686,996	3,037,885
Wind			693,864	666,103	574,253	618,177	597,876
Other							
<b>Dominion Energy South Carolina Net Generation Production for the data year (MWH)</b>	22,459,240	25,493,722	23,282,862	22,793,374	22,016,656	23,523,302	23,223,220
Coal	17,501,201	17,867,835	10,352,062	8,565,143	8,760,962	8,580,257	6,481,671
Natural Gas	90,882	2,063,550	7,477,292	7,892,092	8,178,640	9,519,949	10,970,384
Nuclear	4,240,198	4,979,600	4,743,582	5,772,294	4,610,254	4,910,880	5,483,003
Petroleum							
Total Renewable Energy Resources	626,959	582,737	709,926	563,845	466,800	512,217	288,162
Biomass/Biogas	382,880	154,836	321,718	312,548	305,081	150,181	
Geothermal							
Hydroelectric	244,079	427,901	388,208	251,297	161,719	362,036	288,162
Solar							
Wind							
Other							

Metrics

YEAR	2000 Baseline	2005 Baseline	2015	2016	2017	2018	2019
<b>Combined Net Generation Production for the data year (MWH)</b>	93,995,373	134,822,445	121,737,908	131,161,469	124,076,685	124,183,240	118,078,453
Coal	55,274,011	69,475,081	32,965,114	30,512,900	24,137,269	20,882,684	13,659,118
Natural Gas	3,789,553	9,792,423	36,335,376	46,263,088	45,832,647	48,358,209	49,357,309
Nuclear	30,793,099	49,143,692	47,631,863	49,724,203	49,158,493	48,452,215	49,316,348
Petroleum	3,021,949	4,710,344	847,768	459,162	271,644	626,111	123,323
Total Renewable Energy Resources	1,116,761	1,700,905	3,957,788	4,202,116	4,676,632	5,864,020	5,622,355
Biomass/Biogas	382,880	694,843	1,514,898	1,579,294	1,468,535	1,346,282	1,007,679
Geothermal							
Hydroelectric	733,881	1,006,062	1,001,277	1,022,397	650,346	1,212,565	978,916
Solar			747,748	934,322	1,983,498	2,686,996	3,037,885
Wind			693,864	666,103	574,253	618,177	597,876
Other							
YEAR			2017		2018		2019
Miles Distribution Lines-Electric (regulated utility)			58,277		58,300		85,000
Miles Transmission Lines-Electric (regulated utility) Includes circuit miles, including overhead and underground lines			6,600		6,700		10,400

Air<sup>1</sup>

YEAR	2000 Baseline	2005 Baseline	2015	2016	2017 <sup>2</sup>	2018 <sup>3</sup>	2019
<b>Carbon Emissions Dominion Energy Virginia &amp; Contracted Generation</b>							
Total generation (net MWh) (by ownership)	71,536,133	109,328,723	98,455,046	108,368,094	102,060,029	100,659,937	94,855,233
Total CO <sub>2</sub> emissions (MT) (by ownership)	41,989,458	57,262,200	33,761,475	36,659,419	29,945,097	27,659,008	21,854,373
CO <sub>2</sub> intensity rate (MT/net MWh) (by ownership)	0.587	0.524	0.343	0.338	0.293	0.275	0.230
Total CO <sub>2</sub> e emissions (MT) (by ownership)	42,298,827	58,025,709	34,253,305	37,186,655	30,155,246	27,763,387	21,982,856
CO <sub>2</sub> e intensity rate (MT/net MWh) (by ownership)	0.591	0.531	0.348	0.343	0.295	0.276	0.232

<sup>1</sup> Reported carbon emissions (CO<sub>2</sub>) includes emissions from electric generating units (EGUs). Carbon equivalent emissions (CO<sub>2</sub>e) includes emissions from EGUs and other minor combustion sources, such as ancillary and auxiliary equipment, associated with electric generation operations. Note: This excludes sulfur hexafluoride reported as CO<sub>2</sub>e, which includes emissions from power delivery transmission and delivery operations.

<sup>2</sup> By way of clarification and transparency, the company is restating its 2017 emissions as a result of a calculation update.

<sup>3</sup> By way of clarification and transparency, the company is restating its 2018 intensity rate as a result of updated MWhs.

Metrics

Air<sup>1</sup> (continued)

YEAR	2000 Baseline	2005 Baseline	2015	2016	2017 <sup>2</sup>	2018 <sup>3</sup>	2019
<b>Carbon Emissions Dominion Energy South Carolina</b>							
Total generation (net MWh) (by ownership)	22,459,240	25,493,722	23,282,862	22,793,374	22,016,656	23,523,302	23,223,220
Total CO <sub>2</sub> emissions (MT) (by ownership)	16,115,664	17,035,669	12,008,478	11,081,704	11,426,554	11,522,827	9,820,746
CO <sub>2</sub> intensity rate (MT/net MWh) (by ownership)	0.718	0.668	0.516	0.486	0.519	0.490	0.423
Total CO <sub>2</sub> e emissions (MT) (by ownership)	17,727,230	18,739,236	12,087,352	10,930,629	11,494,249	11,644,685	9,907,987
CO <sub>2</sub> e intensity rate (MT/net MWh) (by ownership)	0.789	0.735	0.519	0.480	0.522	0.495	0.427
<b>Carbon Emissions Combined</b>							
Total generation (net MWh) (by ownership)	93,995,373	134,822,445	121,737,908	131,161,469	124,076,685	124,183,240	118,078,453
Total CO <sub>2</sub> emissions (MT) (by ownership)	58,105,122	74,297,869	45,769,953	47,741,123	41,371,652	39,181,835	31,675,119
CO <sub>2</sub> intensity rate (MT/net MWh) (by ownership)	0.618	0.551	0.376	0.364	0.333	0.316	0.268
Total CO <sub>2</sub> e emissions (MT) (by ownership)	60,026,057	76,764,945	46,340,656	48,117,284	41,649,495	39,408,072	31,890,844
CO <sub>2</sub> e intensity rate (MT/net MWh) (by ownership)	0.639	0.569	0.381	0.367	0.336	0.317	0.270

Metrics

Air<sup>1</sup> (continued)

YEAR	2000 Baseline	2005 Baseline	2015	2016	2017 <sup>2</sup>	2018 <sup>3</sup>	2019
<b>Purchased Power<sup>4</sup> Emissions (Net MWH) Dominion Energy Virginia</b>	16,753,741	18,987,726	14,656,975	7,486,404	13,419,239	18,600,961	15,607,678
Total Purchased Generation CO <sub>2</sub> Emissions (MT)	12,159,115	13,780,442	10,637,376	5,443,297	8,399,959	10,968,543	8,637,107
Total Purchased Generation CO <sub>2</sub> Emissions Intensity (MT/Net MWH)	0.73	0.73	0.73	0.73	0.63	0.59	0.55
Carbon Dioxide Equivalent (CO <sub>2</sub> e)							
Total Purchased Generation CO <sub>2</sub> e Emissions (MT)	13,604,038	15,418,034	11,901,464	6,078,960	9,239,955	12,065,397	9,500,818
Total Purchased Generation CO <sub>2</sub> e Emissions Intensity (MT/Net MWH)	0.812	0.812	0.812	0.812	0.69	0.65	0.61
<b>Purchased Power<sup>5</sup> Emissions (Net MWH) Dominion Energy South Carolina</b>	2,338,904	831,683	1,219,892	1,986,931	2,195,328	1,332,503	1,144,067
Total Purchased Generation CO <sub>2</sub> Emissions (MT)	1,547,978	478,330	535,759	942,564	971,451	161,986	114,343
Total Purchased Generation CO <sub>2</sub> Emissions Intensity (MT/Net MWH)	0.662	0.575	0.439	0.474	0.443	0.122	0.100
Carbon Dioxide Equivalent (CO <sub>2</sub> e)							
Total Purchased Generation CO <sub>2</sub> e Emissions (MT)	1,702,776	526,163	589,335	1,036,821	1,068,596	178,185	114,974
Total Purchased Generation CO <sub>2</sub> e Emissions Intensity (MT/Net MWH)	0.73	0.63	0.48	0.52	0.49	0.13	0.10
<b>Purchased Power Emissions (Net MWH) Combined</b>	19,092,645	19,819,409	15,876,867	9,473,335	15,614,567	19,933,464	16,751,745
Total Purchased Generation CO <sub>2</sub> Emissions (MT)	13,707,093	14,258,772	11,173,135	6,385,861	9,371,410	11,130,529	8,751,450
Total Purchased Generation CO <sub>2</sub> Emissions Intensity (MT/Net MWH)	0.72	0.72	0.70	0.67	0.60	0.56	0.52
Carbon Dioxide Equivalent (CO <sub>2</sub> e)							
Total Purchased Generation CO <sub>2</sub> e Emissions (MT)	15,306,814	15,944,197	12,490,799	7,115,781	10,308,551	12,243,582	9,615,792
Total Purchased Generation CO <sub>2</sub> e Emissions Intensity (MT/Net MWH)	0.80	0.80	0.79	0.75	0.66	0.61	0.57

<sup>4</sup>DEVA Purchased power and non-utility generators (NUGs) emissions are calculated based on PJM's CO<sub>2</sub> Emissions Intensity Factor published annually. CO<sub>2</sub>e calculated using a conversion factor.

<sup>5</sup>DESC Purchased power emissions are calculated using EPA's eGRID (<https://www.epa.gov/energy/emissions-generation-resource-integrated-database-eGRID>) factors for the North American Electric Reliability Corporation (NERC) subregion. CO<sub>2</sub>e calculated using a conversion factor.

Metrics

Air<sup>1</sup> (continued)

YEAR	2000 Baseline	2005 Baseline	2015	2016	2017 <sup>2</sup>	2018 <sup>3</sup>	2019
<b>Owned Generation + Purchased Power<sup>4</sup> Emissions (Net MWH) Dominion Energy Virginia &amp; Contracted Generation</b>	88,289,874	128,316,449	113,112,021	115,854,498	115,479,268	119,260,898	110,462,911
Total Owned + Purchased Generation CO <sub>2</sub> Emissions (MT)	54,148,573	71,042,641	44,398,851	42,102,716	38,345,056	38,627,551	30,491,480
Total Owned + Purchased Generation CO <sub>2</sub> Emissions Intensity (MT/Net MWH)	0.613	0.554	0.393	0.363	0.332	0.324	0.276
Carbon Dioxide Equivalent (CO <sub>2</sub> e)							
Total Owned + Purchased Generation CO <sub>2</sub> e Emissions (MT)	56,223,338	73,443,743	46,154,769	43,265,615	39,395,201	39,828,784	31,483,674
Total Owned + Purchased Generation CO <sub>2</sub> e Emissions Intensity (MT/Net MWH)	0.637	0.572	0.408	0.373	0.341	0.334	0.285
<b>Owned Generation + Purchased Power<sup>5</sup> Emissions (Net MWH) Dominion Energy South Carolina</b>	24,798,144	26,325,405	24,502,754	24,780,305	24,211,984	24,855,805	24,367,287
Total Owned + Purchased Generation CO <sub>2</sub> Emissions (MT)	17,663,642	17,513,999	12,544,237	12,024,268	12,398,005	11,684,813	9,935,089
Total Owned + Purchased Generation CO <sub>2</sub> Emissions Intensity (MT/Net MWH)	0.712	0.665	0.512	0.485	0.512	0.470	0.408
Carbon Dioxide Equivalent (CO <sub>2</sub> e)							
Total Owned + Purchased Generation CO <sub>2</sub> e Emissions (MT)	31,331,268	19,265,399	12,676,687	11,967,450	12,562,845	11,822,870	10,022,961
Total Owned + Purchased Generation CO <sub>2</sub> e Emissions Intensity (MT/Net MWH)	1.263	0.732	0.517	0.483	0.519	0.476	0.411
<b>Owned Generation + Purchased Power<sup>2</sup> Emissions (Net MWH) Combined</b>	113,088,018	154,641,854	137,614,775	140,634,804	139,691,252	144,116,704	134,830,198
Total Owned + Purchased Generation CO <sub>2</sub> Emissions (MT)	71,812,215	88,556,641	56,943,089	54,126,984	50,743,062	50,312,364	40,426,569
Total Owned + Purchased Generation CO <sub>2</sub> Emissions Intensity (MT/Net MWH)	0.635	0.573	0.414	0.385	0.363	0.349	0.300
Carbon Dioxide Equivalent (CO <sub>2</sub> e)							
Total Owned + Purchased Generation CO <sub>2</sub> e Emissions (MT)	87,554,606	92,709,142	58,831,455	55,233,064	51,958,046	51,651,654	41,506,635
Total Owned + Purchased Generation CO <sub>2</sub> e Emissions Intensity (MT/Net MWH)	0.774	0.600	0.428	0.393	0.372	0.358	0.308

<sup>4</sup>DEVA Purchased power and non-utility generators (NUGs) emissions are calculated based on PJM's CO<sub>2</sub> Emissions Intensity Factor published annually. CO<sub>2</sub>e calculated using a conversion factor.

<sup>5</sup>DESC Purchased power emissions are calculated using EPA's eGRID (<https://www.epa.gov/energy/emissions-generation-resource-integrated-database-egrid>) factors for the North American Electric Reliability Corporation (NERC) subregion. CO<sub>2</sub>e calculated using a conversion factor.

Metrics

Air<sup>1</sup> (continued)

YEAR	2015	2016	2017 <sup>2</sup>	2018 <sup>3</sup>	2019
<b>Methane Emissions Dominion Energy</b>					
Methane Emissions from Gas Operations* (MT)	53,328	60,838	62,625	63,543	59,996
<b>Methane Emissions Dominion Energy South Carolina</b>					
Methane Emissions from Gas Operations* (MT)	3,621	3,771	3,958	3,905	3,910
<b>Methane Emissions Combined</b>					
Methane Emissions from Gas Operations* (MT)	56,949	64,609	66,583	67,448	63,906

\*As reported in EPA's GHG reporting program. In 2016, Dominion Energy began reporting additional emissions from pipeline blowdowns, gathering and boosting as part of EPA's reporting program.

YEAR	2000 Baseline	2005 Baseline	2015	2016	2017 <sup>2</sup>	2018 <sup>3</sup>	2019
<b>Other Air Emissions Dominion Energy Virginia &amp; Contracted Generation</b>							
Nitrogen oxide, sulfur dioxide and mercury generation basis for calculation (MWH)	71,421,615	108,511,203	97,958,771	108,050,001	101,775,887	100,374,893	94,710,520
Nitrogen oxide emissions (MT) (by ownership)	132,895	101,106	15,361	13,883	10,559	10,621	7,121
Nitrogen oxide emissions intensity (MT/net MWH) (by ownership)	0.001861	0.000932	0.000157	0.000128	0.000104	0.000106	0.000075
Sulfur dioxide emissions (MT) (by ownership)	372,732	283,213	12,921	9,665	5,490	7,439	2,956
Sulfur dioxide emissions intensity (MT/net MWH) (by ownership)	0.005219	0.002610	0.000132	0.000089	0.000054	0.000074	0.000031
Mercury emissions (kg) (by ownership)	2,194	931	54	52	32	31	33
Mercury emissions intensity (kg/net MWH) (by ownership)	0.0000307	0.0000086	0.0000006	0.0000005	0.0000003	0.0000003	0.0000004
Sulfur hexafluoride (MT)			2.36	1.9	1.66	1.75	1.68
CO <sub>2</sub> e of sulfur hexafluoride (MT)			53,819	42,847	37,841	39,900	38,338

Metrics

Air<sup>1</sup> (continued)

YEAR	2000 Baseline	2005 Baseline	2015	2016	2017 <sup>2</sup>	2018 <sup>3</sup>	2019
<b>Other Air Emissions Dominion Energy South Carolina</b>							
Nitrogen oxide, sulfur dioxide and mercury generation basis for calculation (MWH)	22,459,240	25,493,722	23,282,862	22,793,374	22,016,656	23,523,302	23,223,220
Nitrogen oxide emissions (MT) (by ownership)	165,190	125,517	20,582	18,795	15,743	15,749	12,094
Nitrogen oxide emissions intensity (MT/net MWH) (by ownership)	0.007355	0.004923	0.000884	0.000825	0.000715	0.000670	0.000521
Sulfur dioxide emissions (MT) (by ownership)	432,702	354,976	16,309	11,181	7,449	9,031	4,326
Sulfur dioxide emissions intensity (MT/net MWH) (by ownership)	0.019266	0.013924	0.000700	0.000491	0.000338	0.000384	0.000186
Mercury emissions (kg) (by ownership)	1,253	1,034	63	59	40	42	42
Mercury emissions intensity (kg/net MWH) (by ownership)	0.0000558	0.0000406	0.0000027	0.0000026	0.0000018	0.0000018	0.0000018
Sulfur hexafluoride (MT)			0.521	0.457	0.167	0.542	0.467
CO <sub>2</sub> e of sulfur hexafluoride (MT)			11,455	10,049	3,678	11,914	10,265
<b>Other Air Emissions Combined</b>							
Nitrogen oxide, sulfur dioxide and mercury generation basis for calculation (MWH)	93,880,855	134,004,925	121,241,633	130,843,375	123,792,543	123,898,196	117,933,740
Nitrogen oxide emissions (MT) (by ownership)	298,085	226,623	35,943	32,678	26,302	26,370	19,214
Nitrogen oxide emissions intensity (MT/net MWH) (by ownership)	0.003175	0.001691	0.000296	0.000250	0.000212	0.000213	0.000163
Sulfur dioxide emissions (MT) (by ownership)	805,434	638,189	29,230	20,846	12,939	16,470	7,282
Sulfur dioxide emissions intensity (MT/net MWH) (by ownership)	0.008579	0.004762	0.000241	0.000159	0.000105	0.000133	0.000062
Mercury emissions (kg) (by ownership)	3,447	1,965	117	111	72	73	76
Mercury emissions intensity (kg/net MWH) (by ownership)	0.0000367	0.0000147	0.0000010	0.0000008	0.0000006	0.0000006	0.0000006
Sulfur hexafluoride (MT)			2.881	2.357	1.827	2.292	2.148
CO <sub>2</sub> e of sulfur hexafluoride (MT)			65,274	52,896	41,519	51,814	48,604



Metrics

Water

YEAR	2000 Baseline	2005 Baseline	2015	2016	2017	2018	2019
<b>Dominion Energy Virginia</b>							
Water reused/recycled (million liters) (by ownership)			2,097	5,598	5,066	4,194,700	3,139,995
Water reused/recycled (million liters/net MWH) (by ownership)			0.00002	0.00005	0.00005	0.041	0.033
Fresh water withdrawn (billion liters)			7,984	7,760	7,625	6,885	6,815
Fresh water consumed (billion liters)			33.2	38	29	16.7	20
Water withdrawals - consumptive (billion liters/net MWH)	0.0000006	0.0000007	0.0000026	0.0000004	0.0000003	0.0000017	0.0000021
Water withdrawals - non-consumptive (billion liters/net MWH)	0.000142	0.000133	0.000082	0.0000703	0.000074	0.000068	0.000072
<b>Dominion Energy South Carolina</b>							
Water reused/recycled (million liters) (by ownership)			3,186,805	6,193,075	4,997,274	5,457,708	5,804,755
Water reused/recycled (million liters/net MWH) (by ownership)			0.27	0.62	0.48	0.47	0.59
Fresh water withdrawn (billion liters)			1,896	1,770	1,435	1,777	1,807
Fresh water consumed (billion liters)			18.1	17.7	18.9	16.2	5.3
Water withdrawals - consumptive (billion liters/net MWH)			0.00000074	0.00000071	0.00000078	0.00000069	0.00000023
Water withdrawals - non-consumptive (billion liters/net MWH)			0.000077	0.000071	0.000059	0.000071	0.000078
<b>Combined</b>							
Water reused/recycled (million liters) (by ownership)			3,188,902	6,198,673	5,002,340	9,652,408	8,944,750
Water reused/recycled (million liters/net MWH) (by ownership)			0.27	0.62	0.48	0.51	0.62
Fresh water withdrawn (billion liters)			9,880	9,530	9,060	8,662	8,622
Fresh water consumed (billion liters)			51.3	55.7	47.9	32.9	25.3
Water withdrawals - consumptive (billion liters/net MWH)			0.00000042	0.00000042	0.00000039	0.00000026	0.00000021
Water withdrawals - non-consumptive (billion liters/net MWH)			0.000081	0.000073	0.000073	0.000069	0.000073

\*The significant increase is due to the inclusion of Bath County Pumped Storage and the Nuclear facilities that withdrawal/discharge water from the same source as reused/recycled water, in addition to improved accounting.

Metrics

Recycled and Reused Materials

YEAR	2015	2016	2017	2018	2019
<b>Dominion Energy</b>					
Coal combustion byproducts (tons)*	776,765	718,257	433,927	340,695	399,901
Gypsum (tons)	193,747	191,071	110,503	97,157	319,516
Biomass combustion products (tons)	13,896	7,473	7,110	6,564	13,066
Oils, fluids for reclamation/recovery (tons)	10,241	12,335	11,151	10,481	832
Scrap metals (tons)	8,145	20,553	17,661	18,973	15,431
Paper, cardboard, plastic, glass (tons)	721	495	528	724	4,543
E-waste (tons)	14	34	50	54	4.41
<b>Dominion Energy South Carolina</b>					
Coal combustion byproducts (tons)*	474,139	538,330	507,294	377,973	387,769
Gypsum (tons)	135,481	129,626	129,835	48,851	159,401
Biomass combustion products (tons)	0	0	0	0	0
Oils, fluids for reclamation/recovery (tons)	1,071	916	787	861	564
Scrap metals (tons)	11,694	17,273	5,273	3,415	4,911
Paper, cardboard, plastic, glass (tons)	499	544	540	493	614
E-waste (tons)	22.26	17.06	12.14	16.25	41.90
<b>Combined</b>					
Coal combustion byproducts (tons)*	1,250,904	1,256,587	941,221	718,668	787,670
Gypsum (tons)	329,228	320,697	240,338	146,008	478,917
Biomass combustion products (tons)	13,896	7,473	7,110	6,564	13,066
Oils, fluids for reclamation/recovery (tons)	11,312	13,251	11,938	11,342	1,397
Scrap metals (tons)	19,839	37,826	22,934	22,388	20,342
Paper, cardboard, plastic, glass (tons)	1,220	1,039	1,068	1,217	5,157
E-waste (tons)	36.26	51.06	62.14	70.25	46.31

\*The amount of CCB material recycled includes material from newly generated CCB, reuse of deposited material, and material from storage unit closures.

Metrics

Other

YEAR	2015	2016	2017	2018	2019
<b>Dominion Energy</b>					
Coal ash produced / reused (million tons) (by ownership)	3.3/0.6	3.2/0.5	2.53/0.5	2.21/0.34	1.2/0.08
Coal combustion byproducts produced / reused (million tons) (by ownership)	3.4/0.8	3.4/0.7	2.53/0.5	2.31/0.44	1.62/0.4
Percent of coal combustion byproducts reused / recycled (by ownership)	24%	21%	20%	19%	25%
Hazardous waste produced (million lbs) (by ownership)	2.39	3.67	3.56	3.72	11.1
Notices of violation (NOVs)	12	11	15	18	19
Environmental penalties paid	\$447,732	\$404,415	\$175,124	\$485,111	\$168,200
<b>Dominion Energy South Carolina</b>					
Coal ash produced / reused (million tons) (by ownership)	0.42/0.34	0.38/0.4	0.44/0.37	0.43/0.33	0.29/0.23
Coal combustion byproducts produced / reused (million tons) (by ownership)	0.59/0.47	0.53/0.54	0.59/0.51	0.61/0.38	0.4/0.39
Percent of coal combustion byproducts reused / recycled (by ownership)	81%	101%*	86%	62%	98%
Hazardous waste produced (million lbs) (by ownership)	< 0.05	0.015	0.044	0.016	0.005
Notices of violation (NOVs)	2	1	2	0	1
Environmental penalties paid	\$0	\$0	\$3,200	\$0	\$10,000
<b>Combined</b>					
Coal ash produced / reused (million tons) (by ownership)	3.7/0.9	3.5/0.9	2.9/0.8	2.6/0.6	1.5/0.3
Coal combustion byproducts produced / reused (million tons) (by ownership)	3.99/1.27	3.9/1.2	3.1/1.0	2.9/0.78	2.01/0.79
Percent of coal combustion byproducts reused / recycled (by ownership)	32%	31%	32%	27%	39%
Hazardous waste produced (million lbs) (by ownership)	2.39	3.69	3.60	3.74	11.10
Notices of violation (NOVs)	14	12	17	18	20
Environmental penalties paid	\$447,732	\$404,415	\$178,324	\$485,111	\$178,200

\*The amount of CCB material recycled includes material from newly generated CCB, reuse of deposited material, and material from storage unit closures.

## Metrics / Natural Gas Metrics

### WHAT YOU SHOULD KNOW

#### Our story in numbers.

### AGA Voluntary Sustainability Metrics: Quantitative Information — DE Gas Utilities

**Disclaimer:** All information below is being provided on a voluntary basis, and as such, companies may elect to include or exclude any of the topics outlined below and customize the template to their specific needs. The decision to include data for historical and future years is at the discretion of each company and the specific years (e.g., historical baseline) should be chosen as appropriate for each company.

<b>Parent Company</b>	Dominion Energy Inc
<b>Operating Company(s)</b>	DEUWI, DEO, DEWV, DESC, DENC
<b>Business Type(s)</b>	Vertically integrated
<b>State(s) of Operation</b>	OH, SC, WV, UT, WY, ID, NC
<b>Regulatory Environment</b>	<i>Regulated and Unregulated</i>
Notes: Data from operating companies is rolled up to the corporate level. *2018 Metrics updated to include DESC and DENC.	
<b>Report Date</b>	TBD

### Natural Gas Distribution

#### 1. Methane Emissions and Mitigation from Distribution Mains

Ref. No.	Metric	Year 2018*	Year 2019	Definitions	Comments
1.1	Number of Gas Distribution Customers	3,293,641	3,350,610		For all EPA-reported distribution companies.
1.2	Distribution Mains in Service	62,892	64,218	These metrics should include all local distribution companies (LDCs) held by the Parent Company that are above the LDC Facility reporting threshold for EPA's 40 C.F.R. 98, Subpart W reporting rule.	For all EPA-reported distribution companies.
1.2.1	Plastic (miles)	30,256	38,495		For all EPA-reported distribution companies.
1.2.2	Cathodically Protected Steel - Bare & Coated (miles)	20,375	20,463		For all EPA-reported distribution companies.
1.2.3	Unprotected Steel - Bare & Coated (miles)	5,437	5,238		For all EPA-reported distribution companies.
1.2.4	Cast Iron / Wrought Iron - without upgrades (miles)	24	22		For all EPA-reported distribution companies.
1.3	Plan/Commitment to Replace / Upgrade Remaining Miles of Distribution Mains (# years to complete)			These metrics should provide the number of years remaining to take out of service, replace or upgrade cathodically unprotected steel mains, and cast iron/wrought iron mains, consistent with applicable state utility commission authorizations.	For all EPA-reported distribution companies.

Metrics / Natural Gas Metrics

Ref. No.	Metric	Year 2018*	Year 2019	Definitions	Comments
1.3.1	Unprotected Steel (Bare & Coated)	14	24	This metric should be the longest period of all distribution companies.	DEUT and DENC replaced all unprotected steel and cast iron over 10 years ago. DEO has an active pipeline replacement program which is reauthorized at regular intervals during which time adjustments to the program completion schedule may be proposed as deemed appropriate. DEWV has an active pipeline replacement program which was approved for acceleration in October 2019 as a 24 year program.
1.3.2	Cast Iron / Wrought Iron	14	24	This metric should be the longest period of all distribution companies.	DEUT and DENC replaced all unprotected steel and cast iron over 10 years ago. DEO has an active pipeline replacement program which is reauthorized at regular intervals during which time adjustments to the program completion schedule may be proposed as deemed appropriate. DEWV has an active pipeline replacement program which was approved for acceleration in October 2019 as a 24 year program.

2. Distribution CO<sub>2</sub>e Fugitive Emissions

Ref. No.	Metric	Year 2018*	Year 2019	Definitions	Comments
2.1	CO <sub>2</sub> e Fugitive Methane Emissions from Gas Distribution Operations (metric tons)	880,108	868,362	Fugitive methane emissions (not CO <sub>2</sub> combustion emissions) stated as CO <sub>2</sub> e, as reported to EPA under 40 CFR 98, Subpart W, sections 98.236(q)(3)(ix)(C) and (D), 98.236(r)(1)(iv) and (v), and 98.236(r)(2)(v)(A) and (B). This metric should include fugitive methane emissions above the reporting threshold for all natural gas local distribution companies (LDCs) held by the Parent Company that are above the LDC Facility reporting threshold for EPA's 40 C.F.R. 98, Subpart W reporting rule.	Reports fugitive methane emissions only - Does not include CO <sub>2</sub> emissions which are reported to EPA.
2.1a	Fugitive Methane Emissions from Gas Distribution Operations (metric tons)	35,204	34,734		Methane emissions from EPA-reported LDCs DEUT, DEWV, DEO, DENC and DESC.
2.2	Natural Gas Throughput from Gas Distribution Operations in thousands of scf	739,988,311	761,575,088	This metric provides gas distribution throughput reported under Subpart W, 40 C.F.R. 98.236(aa)(9)(i) through (iii), as reported on the Subpart W e-GRRT integrated reporting form in the "Facility Overview" worksheet Excel form, gas received (column 1) plus the gas withdrawn (column 2) minus the gas injected into storage (column 3). See screenshot of e-GRRT report provided in template instructions.	Throughput from EPA-reported LDCs DEUT, DEWV, DEO, DENC and DESC.
2.3	CO <sub>2</sub> e Fugitive Methane Emissions Rate (metric tons per thousands scf of Throughput)	0.0012	0.0011	(Row 2.1)/(Row 2.2)	
2.3a	Fugitive Methane Emissions Rate (metric tons methane per methane content of the above mscf of Throughput)	0.00026	0.00025	(Row 2.1a divided by density of CH <sub>4</sub> )/(Row 2.2 times 0.95 percent CH <sub>4</sub> in gas)	

Metrics / Natural Gas Metrics

Natural Gas Transmission & Storage

Ref. No.	Metric	Year 2018*	Year 2019	Definitions	Comments
1.2	Transmission Pipelines, Blow Down Volumes, and Fugitive Emissions				
1.2.1	Total Miles of Transmission Pipeline Operated by gas utility (miles)	N/A	1,008		DEO began reporting to EPA under TPL segment, beginning 2019.
1.2.2	Volume of Transmission Pipeline Blow Down Emissions - outside storage and compression facilities:			As reported to EPA under 40 CFR 98, Subpart W.	
1.2.2.1	Scf of natural gas	N/A	89,040,000		DEO began reporting to EPA under TPL segment, beginning 2019.
1.2.2.3	Metric tons CO <sub>2</sub> e	N/A	38,219		DEO began reporting to EPA under TPL segment, beginning 2019.
1.3	Underground Natural Gas Storage Emissions				
1.3.2	Storage Compressor Station Emissions (metric tons CO <sub>2</sub> e)	5,430	6,643	As reported to EPA under 40 CFR 98, Subpart W.	Total EPA-reported DEO storage station emissions (Chippewa & Robinson) without wellhead emissions. DEO's Chippewa and Robinson facility are the only Dominion Energy storage facilities that are part of a utility and reports to EPA under GHGRP.
1.3.3	Storage Facility Wellhead Component Fugitive Emissions (metric tons of CO <sub>2</sub> e)	1,764	1,762	Utilizing EPA emissions factors, as reported to EPA under Subpart W, 40 CFR 98.236, on the e-GRRT integrated reporting form, "Equipment Leaks Surveys and Population Counts [98.236 (q, r)]" tab.	Total EPA-reported DEO storage station emissions (Chippewa & Robinson) without wellhead emissions. DEO's Chippewa and Robinson facility are the only Dominion Energy storage facilities that are part of a utility and reports to EPA under GHGRP.

2. CO<sub>2</sub>e Emissions for Transmission and Storage Compression

Ref. No.	Metric	Year 2018*	Year 2019	Definitions	Comments
2.1	CO <sub>2</sub> e Emissions for Transmission Pipelines (metric tons)	26,649	25,745	CO <sub>2</sub> combustion emissions as reported to EPA under 40 CFR 98, Subpart C and methane emissions stated as CO <sub>2</sub> e as reported under Subpart W.	Total EPA-reported DEO transmission station (Switzerland) emissions including Subpart C. DEO's Switzerland facility is the only Dominion Energy transmission facility that is part of a utility and reports to EPA under GHGRP.
2.2	CO <sub>2</sub> e Emissions for Storage Facilities (metric tons)	45,545	45,593	CO <sub>2</sub> combustion emissions as reported to EPA under 40 CFR 98, Subpart C and methane emissions stated as CO <sub>2</sub> e as reported under Subpart W.	Total EPA-reported DEO storage station (Chippewa and Robinson) emissions including Subpart C. DEO's Chippewa and Robinson facility are the only Dominion Energy storage facilities that are part of a utility and reports to EPA under GHGRP.

Metrics / Natural Gas Metrics

3. Conventional Air Emissions from Transmission and Storage Compression

Ref. No.	Metric	Year 2018*	Year 2019	Definitions	Comments
3.1	Emissions reported for all permitted sources (minor or major)			The number of permitted sources for conventional emissions may not be the same number of sources reporting under the EPA GHG reporting rule. Companies may wish to describe which, or how many, sources are included in the conventional pollutants data and whether the CO <sub>2</sub> e data reported includes all of these sources.	
3.1.1	NOx ( metric tons per year)	174	189		From DEO (Chippewa, Robinson, and Switzerland).
3.1.2	VOC (metric tons per year)	52	25		From DEO (Chippewa, Robinson, and Switzerland).

Natural Gas Gathering & Boosting

1. Methane Emissions

Ref. No.	Metric	Year 2018*	Year 2019	Definitions	Comments
1.1	Gathering and Boosting Pipelines, Blow Down Volumes, and Emissions				
1.1.1	Total Miles of Gathering Pipeline Operated by gas utility (miles)	844	827		Total EPA-reported DEO gathering and boosting (G&B) facility. DEO's G&B facility is the only Dominion Energy G&B facility that is part of a utility and reports to EPA under GHGRP.
1.1.2	Volume of Gathering Pipeline Blow Down Emissions (scf)	N/A	N/A	This metric is collected to support calculations under EPA 40 CFR 98, Subpart W.	Not reported to EPA.
1.1.4	Gathering Pipeline Blow-Down Emissions outside storage and compression facilities (metric tons CO <sub>2</sub> e)	84	27		Total EPA-reported DEO gathering and boosting (G&B) facility. DEO's G&B facility is the only Dominion Energy G&B facility that is part of a utility and reports to EPA under GHGRP.

2. CO<sub>2</sub>e Combustion Emissions for Gathering & Boosting Compression

Ref. No.	Metric	Year 2018*	Year 2019	Definitions	Comments
2.1	CO <sub>2</sub> e Emissions for Gathering & Boosting Compression Stations (metric tons)	53,046	38,264	CO <sub>2</sub> combustion emissions as reported to EPA under 40 CFR 98, Subpart C, as directed in Subpart W, 98.232(k). There is no Subpart C for Gathering and Boosting	There is no Subpart C for G&B. Combustion emissions are reported under Subpart W. The value represents DEO G&B emissions reported to EPA under Subpart W.

Metrics / Natural Gas Metrics

3. Conventional Combustion Emissions from Gathering & Boosting Compression

Ref. No.	Metric	Year 2018*	Year 2019	Definitions	Comments
3.1	Emissions reported for all permitted sources (minor or major)			The number of permitted sources for conventional emissions may not be the same number of sources reporting under the EPA GHG reporting rule. Companies may wish to describe which, or how many, sources are included in the conventional pollutants data and whether the CO <sub>2</sub> e data reported includes all of these sources.	
3.1.1	NOx ( metric tons per year)	181	212		Emissions reported to the state of Ohio for the following DEO G&B stations: Austintown, Cambridge, and Pike. DEO's G&B facility is the only Dominion Energy G&B facility that is part of a utility and reports to EPA under GHGRP.
3.1.2	VOC (metric tons per year)	18	26		Emissions reported to the state of Ohio for the following DEO G&B stations: Austintown, Cambridge, and Pike. DEO's G&B facility is the only Dominion Energy G&B facility that is part of a utility and reports to EPA under GHGRP.

Dominion Energy Utility and Non-Utility T&S Voluntary Sustainability Metrics: Quantitative Information

Disclaimer: All information below is being provided on a voluntary basis, and as such, companies may elect to include or exclude any of the topics outlined below and customize the template to their specific needs. The decision to include data for historical and future years is at the discretion of each company and the specific years (e.g., historical baseline) should be chosen as appropriate for each company.

<b>Parent Company</b>	Dominion Energy Inc (Transmission and Storage)
<b>Operating Company(s)</b>	DETI, DECG, DEQP, DEO
<b>Business Type(s)</b>	Vertically integrated
<b>State(s) of Operation</b>	VA, PA, WV, OH, MD, NY, SC, UT, WY, CO
<b>Regulatory Environment</b>	<i>Unregulated</i>
Note: Data from operating companies is rolled up to the corporate level.	
<b>Report Date</b>	TBD



Metrics / Natural Gas Metrics

Methane Emissions from Natural Gas Transmission & Storage

1. Transmission Pipelines Blow-downs (between compressor stations)

Ref. No.	Metric	Year 2018	Year 2019	Definitions	Comments
1.1	Transmission Pipeline Miles Represented in EPA Subpart W Transmission Pipeline Blowdown Reports	6,056	7,049	As reported to EPA under 40 CFR 98, Subpart W.	DETI, DEQP and DEO are the only companies that triggered the TPL segment for GHGRP reporting under Subpart W in 2019. DEO began reporting to EPA under TPL segment beginning in 2019.
1.2	Transmission Pipeline Blowdowns (metric tons CH <sub>4</sub> )	7,741	4,821	As reported to EPA under 40 CFR 98, Subpart W.	DETI, DEQP and DEO are the only companies that triggered the TPL segment for GHGRP reporting under Subpart W in 2019. DEO began reporting to EPA under TPL segment beginning in 2019.
1.3	Transmission Pipeline Natural Gas Throughput (mscf)	3,792,462,665	4,241,339,274	As reported to EPA under 40 CFR 98, Subpart W, Quantity of natural gas received at all custody transfer stations in the calendar year (mscf) plus net storage withdrawals.	Data reported consistent with Form EIA-176. DETI, DEQP and DEO are the only companies that triggered the TPL segment for GHGRP reporting under Subpart W in 2019. DEO began reporting to EPA under TPL segment beginning in 2019.
1.4	Methane Intensity of Blowdowns along Transmission Pipelines (between compressor stations)	0.0001	0.0001	(Row 1.2 divided by density of CH <sub>4</sub> )/(Row 1.3 times 0.95 percent CH <sub>4</sub> in gas)	

2. Transmission & Storage Compressor Stations

Ref. No.	Metric	Year 2018	Year 2019	Definitions	Comments
2.1	Number of Stations represented in EPA Subpart W T&S Reports	31	32	As reported to EPA under 40 CFR 98, Subpart W, counting each station separately, even if reporting with another station as a co-located facility.	24 Transmission Stations, 8 Storage, from DETI, DECG, DEO, and DEQP
2.2	Transmission & Storage Compressor Station Emissions (metric tons CH <sub>4</sub> )	5,913	4,074	As reported to EPA under 40 CFR 98, Subpart W, CH <sub>4</sub> only.	Total EPA-reported DETI, DECG, DEQP and DEO T&S station CH <sub>4</sub> emissions.
2.2a	Storage Pool Wellhead Component Fugitive Emissions (metric tons CH <sub>4</sub> )	282	277	Utilizing EPA emissions factors, as reported to EPA under Subpart W, 40 CFR 98.236, on the e-GRRT integrated reporting form, "Equipment Leaks Surveys and Population Counts [98.236 (q, r)]" tab.	Total EPA-reported DETI, DEQP, and DEO storage station wellhead CH <sub>4</sub> emissions.
2.3	Transmission and Storage Station Combined Natural Gas Throughput (mscf)	2,526,550,111	2,853,882,644	As reported to EPA under 40 CFR 98, Subpart W, Quantity of natural gas received at all custody transfer stations in the calendar year (mscf).	
2.4	Methane Intensity from T&S Compressor Stations	0.0001	0.0001	(Row 2.2 divided by density of CH <sub>4</sub> )/(Row 2.3 times 0.95 percent CH <sub>4</sub> in gas)	

## Dominion Energy Utility and Non-Utility Gathering Voluntary Sustainability Metrics: Quantitative Information

**Disclaimer:** All information below is being provided on a voluntary basis, and as such, companies may elect to include or exclude any of the topics outlined below and customize the template to their specific needs. The decision to include data for historical and future years is at the discretion of each company and the specific years (e.g., historical baseline) should be chosen as appropriate for each company.

<b>Parent Company</b>	Dominion Energy Inc (Gathering & Boosting)
<b>Operating Company(s)</b>	DETI, DEO, DEWexpro
<b>Business Type(s)</b>	Vertically integrated
<b>State(s) of Operation</b>	PA, WV, OH, UT, WY, CO
<b>Regulatory Environment</b>	<i>Unregulated</i>
Note: Data from operating companies is rolled up to the corporate level.	
<b>Report Date</b>	TBD

## Methane Emissions from Natural Gas Gathering & Boosting

### 1. Gathering and Boosting Basin Emissions

Ref. No.	Metric	Year 2018	Year 2019	Definitions	Comments
1.1	Gathering Pipeline Miles represented in EPA Subpart W G&B Reports	4,047	2,968	As reported to EPA under 40 CFR 98, Subpart W.	For EPA-reported G&B basins reported under DETI, DEO, and DEWexpro.
1.2	Number of geologic basin represented in EPA Subpart W G&B Reports	3	3	As reported to EPA under 40 CFR 98, Subpart W.	Green River Basin (535), Appalachian Basin (160), and Appalachian Basin (Eastern Overthrust) (160A).
1.3	Gathering and Boosting Emissions (metric tons CH <sub>4</sub> )	4,206	3,093	As reported to EPA under 40 CFR 98, Subpart W, CH <sub>4</sub> only.	For EPA-reported G&B basins reported under DETI, DEO, and DEWexpro.
1.4	Throughput of Natural Gas through Gathering & Boosting	255,044,846	141,136,482	Gas received by G&B facilities, as reported to EPA under 40 CFR 98, Subpart W.	For EPA-reported G&B basins reported under DETI, DEO, and DEWexpro.
1.5	Methane Intensity of Gathering & Boosting	0.0009	0.0012	(Row 1.3 divided by density of CH <sub>4</sub> ) / (Row 1.4 times 0.95 percent CH <sub>4</sub> in gas)	

Our Company

# Metrics / Social and Workforce Metrics

## WHAT YOU SHOULD KNOW

Our story in numbers.

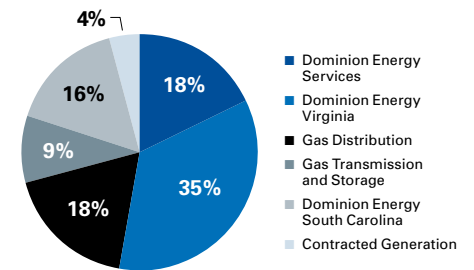
### Workforce Metrics

YEAR	2015	2016	2017	2018	2019
Total Number of Employees	14,670	14,579	16,200	16,014	19,263

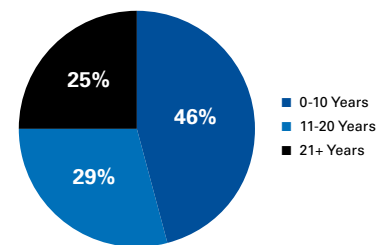
YEAR	2018	2019*
Temporary workers as a percentage of workforce	0.2%	0.4%
Women as a percentage of workforce		21%
Minorities as a percentage of workforce		19%
Women as a percentage of management		17%
Minorities as a percentage of management		13%

\*As of 12/31/2019

Breakdown of employees by Dominion Energy business unit



Breakdown of employees by Dominion Energy tenure



Metrics / Social and Workforce Metrics

Employee Safety Metrics

YEAR	2015	2016	2017	2018	2019
OSHA Recordable Incident Rate	0.74	0.66	0.60	0.55	0.62
Lost Days / Restricted Duty Rate	0.42	0.34	0.29	0.27	0.28
Work-related Fatalities	0	0	0	0	1

Customer Metrics

YEAR	2015	2016	2017	2018	2019
Retail Electric Customer Count (at end of year)	2,525,460	2,550,017	2,574,679	2,614,240	3,382,244
Commercial	272,359	273,813	275,136	277,678	376,816
Industrial	663	654	648	642	1,418
Residential	2,252,438	2,275,550	2,298,895	2,335,920	2,999,335
Other Retail					4,671
Wholesale					4
Average Gas Distribution Customer Accounts	1,297,000	2,305,000	2,326,000	2,366,627	3,352,371

Governance Metrics

YEAR	2015	2016	2017	2018	2019*
Board of Directors					
Total Number on Board of Directors/Trustees	10	11	12	12	13
Total Women on Board of Directors/Trustees	2	2	3	3	3
Total Minorities on Board of Directors/Trustees	1	1	1	1	2

\*As of 12/31/2019

## Other Employee Information

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### Workforce Information

- The vast majority of Dominion Energy’s employees are full time.
  - Roughly 0.36 percent of the total Dominion Energy workforce is made up of temporary employees.
  - Dominion Energy used subcontracted workers throughout 2019 to assist during outages and also provide supplemental staffing support.
  - The company employs a variety of people with education up to the Ph.D. level.
- 

### Dominion Energy’s compensation and benefits philosophy

- Dominion Energy’s compensation philosophy is designed to reward employees for their contributions toward achieving the company’s objectives. The foundation of the compensation program is to provide fair and equitable pay that is externally competitive, internally aligned, compliant and supports the successful achievement of our business strategy by attracting, retaining and engaging employees.
  - Dominion Energy’s benefits philosophy is to provide a fair, equitable and market competitive total benefits package. Our benefit programs are designed to offer choice in acknowledgement of our diverse demographic workforce as well as to support our employees’ physical and financial well-being. We review our benefits strategy annually to ensure we evolve in response to marketplace changes and employee preferences.
- 

### Alignment of CEO pay

- Consistent with our objective to reward strong performance based on achievement of short-term and long-term goals, a significant portion of compensation for our CEO and other executives is tied to the achievement of performance goals or is stock based. Approximately 90 percent of Mr. Farrell’s targeted 2019 total direct compensation was performance-based. This compares to a significantly lower percentage of total variable pay for our non-officer employees. The exact percentage of variable pay under the company’s annual incentive plan (AIP) for non-officer employees varies by job title, and payout under AIP is contingent on achieving certain diversity, environmental and sustainability, operational and safety goals.
-



Delivering Clean, Reliable, Affordable Energy

## We're investing heavily in renewable and carbon-free energy.

And we're ramping up storage so we can cut our net carbon and methane emissions to zero by 2050.



**Largest Wind Farm**  
offshore in the Americas

**3rd**

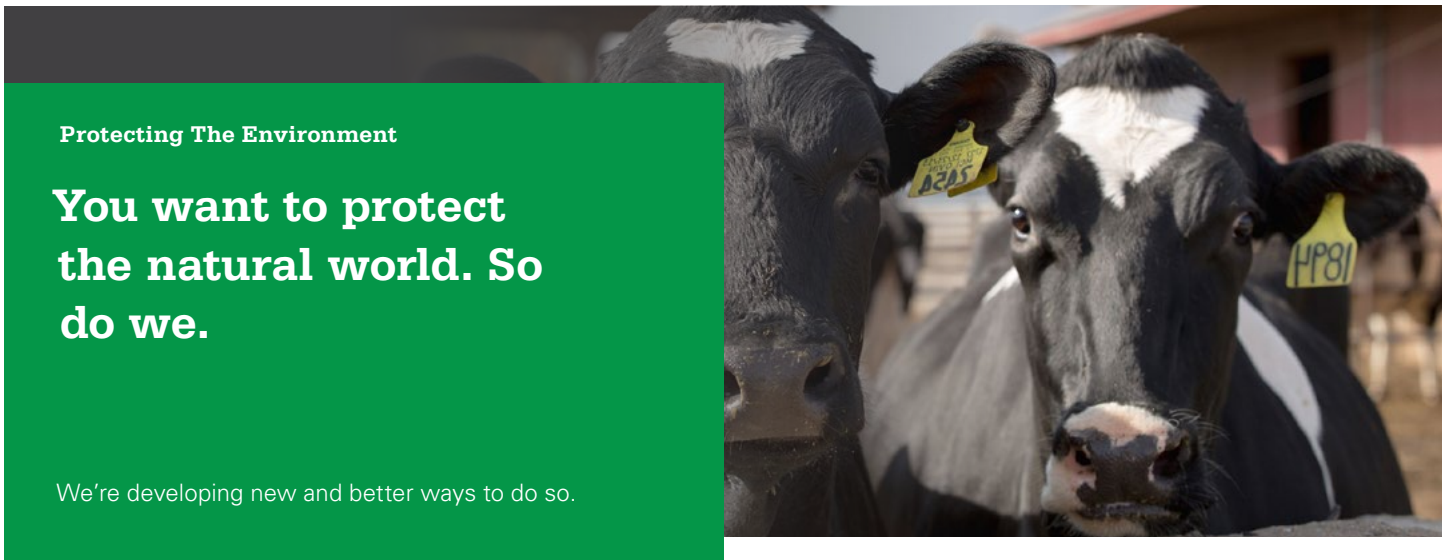
**Largest**  
solar portfolio



**Carbon-Beneficial**  
renewable gas  
partnerships



**Lowering**  
methane emissions



Protecting The Environment

## You want to protect the natural world. So do we.

We're developing new and better ways to do so.

**57%**

**REDUCTION**  
in carbon emissions

**25%**

**CUT**  
in methane emissions



**41+ Million**  
pounds of material  
recycled in three years



**New Standards**  
to protect birds, bats  
and other wildlife

Serving Customers and Communities

**We're stronger when we help one another.**

In 2019, Dominion Energy contributed \$48.5 million to social betterment through energy assistance, grants to cultural and educational organizations, matching gifts, and sponsorships.



**\$5**

**MILLION**

contributed to social justice and community rebuilding

**\$757**

**MILLION**

spent with diverse suppliers



**Cooperation**  
with communities



**Consultation**  
with a wide array of stakeholders

Empowering Our People

**We like to hire people with great potential — then help them live up to it.**



**Up to \$7,500**

in educational assistance (annual amount per non-union employee)



**Increasing Diversity**

in the workforce



**Career Counseling**  
and coaching



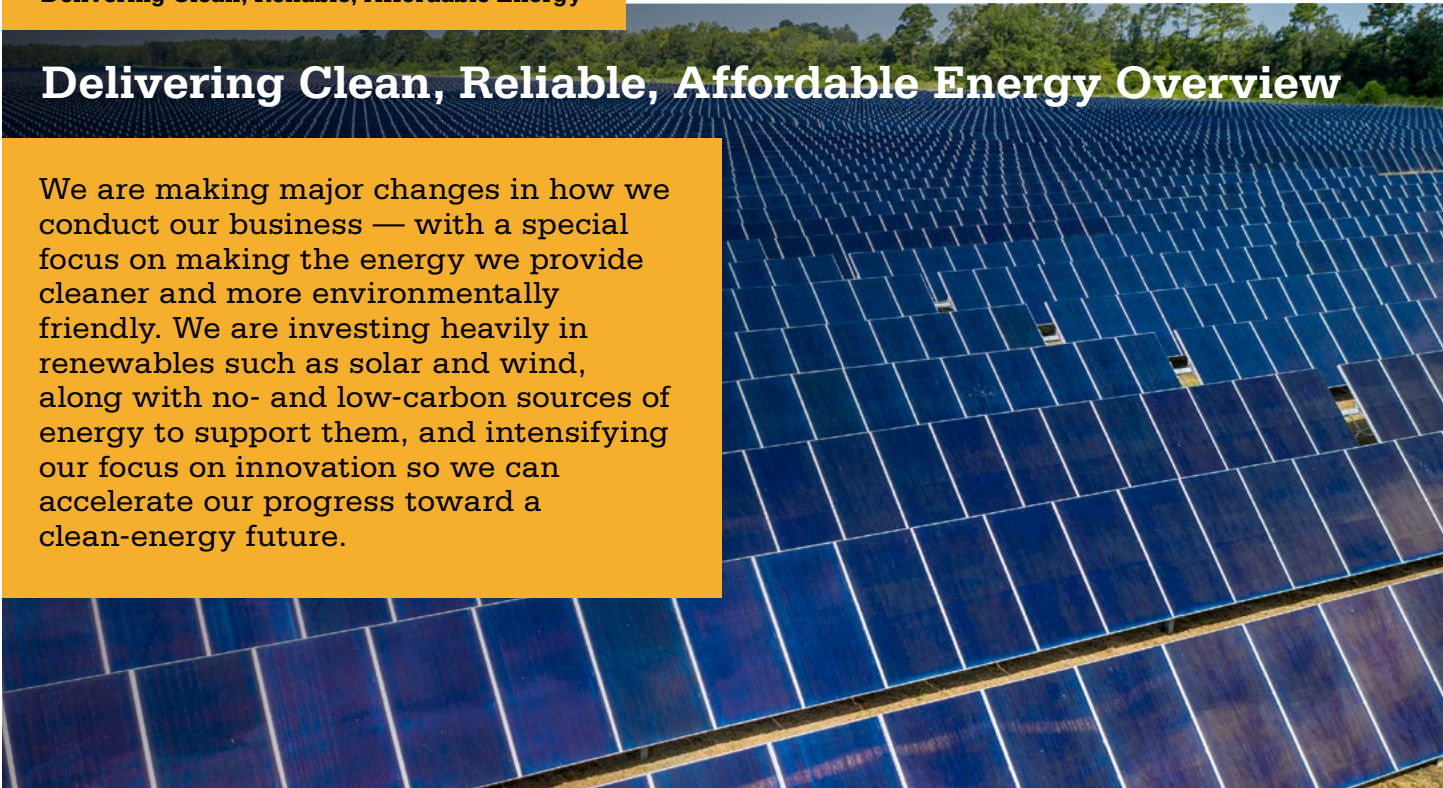
**Emerging-Leader Program**

for those seeking advancement

Delivering Clean, Reliable, Affordable Energy

# Delivering Clean, Reliable, Affordable Energy Overview

We are making major changes in how we conduct our business — with a special focus on making the energy we provide cleaner and more environmentally friendly. We are investing heavily in renewables such as solar and wind, along with no- and low-carbon sources of energy to support them, and intensifying our focus on innovation so we can accelerate our progress toward a clean-energy future.



## INVESTING IN INFRASTRUCTURE FOR CLEAN ENERGY

We make substantial investments to build and maintain the systems that deliver energy to our customers.

### 3rd

We have the third-largest solar portfolio among utility holding companies.



We are building the largest offshore wind farm in the United States.

We are transforming our gas and electricity delivery networks.

## CLEAN ENERGY DIVERSITY & SECURITY

We are making major investments in solar, wind, and other forms of renewable energy.

We have a diverse generating fleet, about half of the production of which comes from non-carbon nuclear and solar facilities.

We are investing in the development of renewable natural gas. Capturing methane and converting it to renewable natural gas substantially reduces greenhouse-gas emissions from agriculture. In fact, when emitted to the atmosphere methane is 25 times more potent as a greenhouse gas than is carbon dioxide. Our projects are a significant net benefit for the climate as they reduce greenhouse gas emissions by up to 90 percent when comparing the RNG used by customers to the gas released from our nation's farms.

We are making investments in energy storage to enable a more reliable grid that accommodates the scaled investment in solar, wind, and other renewable energy.

## INNOVATION

We have a clearly defined innovation strategy.

We are creating a culture that encourages employees to innovate.

We seek out industry disruptors and external partnerships to sharpen our innovation skills.

We use internal and external partnerships to drive innovation forward.



**Delivering Clean, Reliable, Affordable Energy**

**Delivering Clean, Reliable, Affordable Energy Overview**

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Delivering clean, safe, reliable, and affordable energy is what we do. That will never change. But we are changing how we do it, because even the best from yesterday can't build a better tomorrow. So we are transforming everything we do to build a more sustainable future for the planet, our communities, our customers, our team, and our industry. That involves a special focus on making the energy we provide cleaner and more environmentally friendly — lowering our own carbon footprint while helping other industries and our customers lower theirs.

## **Investing in Infrastructure**

We are transforming the networks that carry electricity and gas. We are seeking to extend the life of our carbon-free nuclear plants and exploring the potential for modular nuclear facilities. We are extending the reach of natural gas to make it available to the people and places that would benefit from it most, including foreign countries that still rely to a great extent on coal for power generation, oil for manufacturing, and propane for home heating.

We are diversifying our energy mix: adding more solar and wind power to displace fossil fuel generation; increasing storage capacity to backstop renewables on cloudy or windless days; creating new ways for customers to get and use energy; and expanding into new business lines, such as renewable natural gas.

## **Innovation**

Advancements like these make up a key part of our clean-energy strategy, so we are cultivating an innovative spirit in every corner of our company — while working with external partners and startups to ensure we are constantly scanning the horizon with fresh eyes.

We are not changing our mission, just our methods — and in the process, transforming the future of energy in America.



One of the first turbines to be completed for the Coastal Virginia Offshore Wind project.

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Delivering Clean, Reliable, Affordable Energy

## Investing in Infrastructure for Clean Energy

New kinds of energy require new ways to deliver them. We are expanding our generation portfolio, upgrading the electric grid, and augmenting our gas operations to better meet the next-generation energy needs of the communities we serve.

### WHAT YOU SHOULD KNOW

**We make substantial investments to build and maintain the systems that deliver energy to our customers.**

**We are improving our electric and gas delivery networks.**

**We are extending the life of our carbon-free nuclear stations.**

**We are using natural gas to help other industries reduce their carbon footprints.**

**We are making large investments in energy efficiency and customer knowledge.**

**We are doing these things while maintaining a safe, reliable, and affordable product.**



Surry Nuclear Power Station.

Investing in Infrastructure for Clean Energy

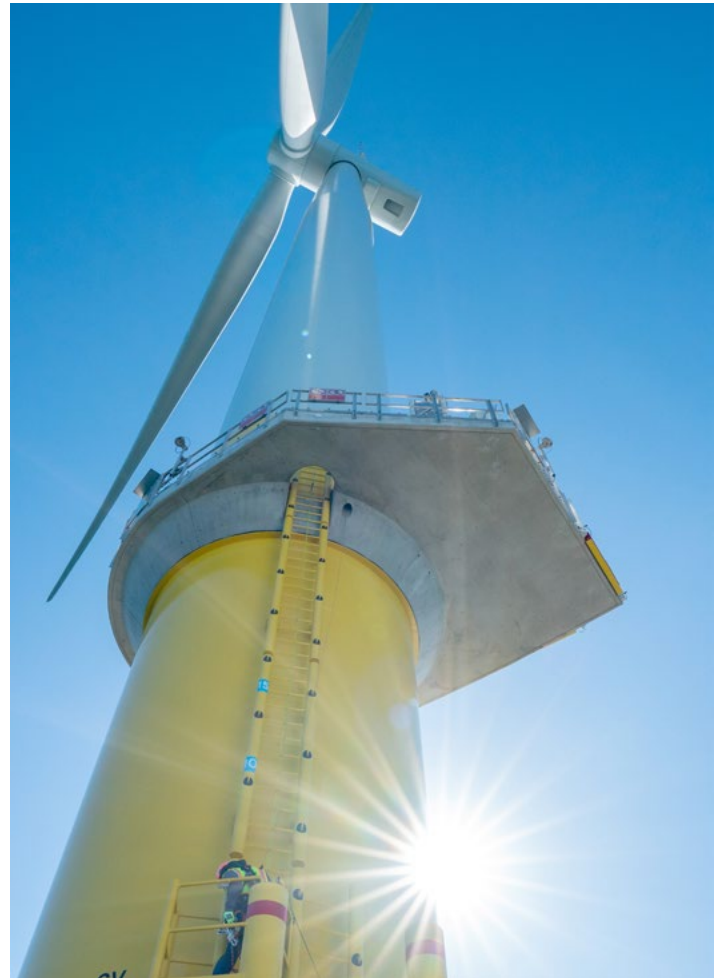
## Building the Future Today

It's one thing to promise transformation, but quite another to carry it out. At Dominion Energy, we believe actions speak louder. And 2019 was a year of constant action on multiple fronts — from wind and solar, to grid transformation and enhancement, to upgrading our gas infrastructure.

We continued construction of our 12-megawatt offshore wind pilot project, which completed reliability testing and is ready to enter commercial service in the fall of 2020 — and announced the largest offshore wind project in the country, an approximately 2,600-megawatt wind farm 27 miles off the coast of Virginia Beach. When fully constructed in 2026, the Dominion Energy Coastal Virginia Offshore Wind farm will deliver more than 8 million MWh of clean, renewable energy to the grid, avoiding as much as 4.877 million tons of carbon dioxide emissions annually<sup>4</sup> — the equivalent of taking more than 1 million non-EV cars off the road for one year or planting more than 80 million trees.

“We intend to be one of the most sustainable companies in the United States.”

**Thomas F. Farrell, II**  
Executive Chairman



These efforts dovetail with pledges we have made to the Commonwealth of Virginia: As of December 31, 2019, we had exceeded 50 percent of our commitment to have 3,000 megawatts of new solar and wind generation in operation or under development within Virginia by 2022. By August 1, 2020, we exceeded our commitment and had achieved 3,287 megawatts in development or operation in Virginia.

Altogether in 2019, we brought online five solar projects, representing an investment of approximately \$685 million for 388 megawatts of solar generating capacity (enough to power about 97,000 homes at peak output) in North Carolina, South Carolina, and Virginia.

<sup>4</sup> Avoided CO<sub>2</sub> emissions estimated using the PJM Marginal Emission Rate, assuming offshore wind energy will replace the least cost-efficient electric generation unit in the PJM territory. In 2019, the PJM Marginal Emission Rate was 1,217 pounds CO<sub>2</sub>/MWh, with over 94 percent of replaced generation coming from fossil fuel sources.

## Investing in Infrastructure for Clean Energy

In April 2019, six new solar facilities totaling 350 megawatts were announced and dedicated to Facebook, and slated to be operational by 2020. We filed for a Certificate of Public Convenience and Necessity from the Virginia State Corporation Commission for our Sadler solar facility in Greensville County (the CPCN and our rider filing were approved in 2020). In October 2019, we also announced the largest addition to our solar fleet in Virginia — a 150-megawatt facility in Prince George County. That same month, we announced that Dominion Energy will supply the Commonwealth of Virginia with 420 megawatts of renewable energy by the end of 2022. When combined with previously announced solar projects, the power produced is enough to meet the equivalent of 45 percent of the state government’s annual energy use.

Our solar expansion did not end with the calendar year. In January 2020, we announced a 120-megawatt solar facility to be shared by Amazon and Arlington County. The new facility, Amazon Arlington Solar Farm Virginia, will be located in Pittsylvania County and is anticipated to be complete in the second quarter of 2022. Also in January 2020, we announced the construction of a 20-megawatt solar facility dedicated to the College of William & Mary. The facility is expected to be completed by the end of 2021, and will offset nearly 50 percent of the university’s electricity needs.

To be of maximum benefit, generation projects need a strong transmission system. In 2019, we invested \$866 million in electric transmission projects at Dominion Energy Virginia, rebuilding 166 miles and adding 13 new miles of electric transmission lines. On the distribution side of our business, we made \$879 million in capital investments (including \$143 million for strategic distribution undergrounding of 247 miles of distribution power lines, bringing the total to 1,300 miles), and made 26 new data-center connections. We implemented new construction standards that will build a stronger overhead grid and improve resiliency. We also energized the Surry-Skiffes Creek power line in Virginia’s Tidewater region, ensuring adequate power to meet the area’s economic-growth and development needs and ensure continued reliability. We likewise added multiple transmission and distribution substations to interconnect third-party solar sites.

We made similar improvements on the gas side of our business. In 2019, we invested more than \$390 million in pipeline replacement programs at the company’s gas utilities. Through our infrastructure replacement program in Utah, we installed more than 100,000 linear feet of



mostly 24-inch pipe, increasing capacity to the rapidly growing Wasatch Front.

In North Carolina, we helped the City of Raleigh as it built a compressed natural gas (CNG) fueling station at the Raleigh Transit Terminal. The station will be fueled by biogas from the City of Raleigh Waste Treatment facility, using Dominion Energy North Carolina’s system to deliver gas to the Transit Center. The city expects to have 75 CNG-powered buses in its fleet, providing a sustainable source of fuel for the transit operations. Compressed natural gas has been a steady growth market for Dominion Energy, and this project represents a substantial increase in the scale of CNG growth. It also will help our customers reduce their own carbon footprints, which fits in with the company’s beyond-net-zero plans.

Finally, in March 2019, we completed a multiyear project to provide firm gas service to Duke Energy’s Skyland Power Generating Station in Arden, North Carolina. The new service allowed Duke Energy to convert the Skyland plant from coal to clean-burning natural gas, reducing carbon emissions and improving air quality in the region around Asheville. The project involved building 70 miles of new transmission pipeline and installing seven new compressors.

## Grid and Gas Transformation

### Grid

#### Virginia

In 2018, the Virginia General Assembly passed and the Governor signed the Grid Transformation and Security Act (GTSA), an important policy step recognizing the importance of transformational change in the electric distribution system. The existing grid was designed for one-way power flows: from dispatchable, centralized generating stations through the transmission and distribution systems to end-use customers. The current distribution grid cannot effectively integrate ever-increasing amounts of renewable generation, including customer-level distributed energy. That is why the GTSA made possible a proposed 10-year upgrade of the electric grid in Virginia.

In December 2019, we filed for the approval of an eighth wave of DSM programs consisting of 14 demand-side management programs. These programs, which received approval in July 2020, help customers reduce energy usage and demand on the system. Within the first two years of the GTSA, the company has proposed \$340 million worth of efficiency programs towards the GTSA's \$870 million goal, or roughly 40 percent. The company continues to work with industry stakeholders to find additional program opportunities towards the goal. This continues the company's long-term commitment to offering its customers these programs. Since 2008, the company has discounted more than 11 million energy efficient lightbulbs and reached over 300,000 customers through its energy efficiency and demand response programs.

In 2020, the Virginia State Corporation Commission approved many elements of our revised Grid Transformation Plan, including a customer information platform; select grid-hardening and grid-technology initiatives; physical and cyber security measures; transportation electrification; and other supporting programs.

#### South Carolina

In South Carolina, we used 2019 to lay the groundwork for deployment of more than 1.1 million smart electric and gas meters — an effort that will occur from 2020 through early 2023. When fully deployed, the meters' remote reading and operational capabilities will eliminate more than 250,000 truck rolls annually, saving 55,000 hours of drive time — and eliminating 591 metric tons of carbon dioxide. This will also eliminate much of the routine access we need to our customers' property.



The smart meters will enable better demand-side management and new rate structures that will reduce peak demand. The advanced metering infrastructure will enable customers to manage their energy use more closely and support smart-charging initiatives for electric vehicles. It also will improve our ability to model rates, forecast demand loads, model load flow throughout the grid, and manage the distribution grid more effectively. All of this will translate to improved system reliability, faster power restoration, and better targeting of crews to outage areas.

In addition, since 2010, DESC has invested more than \$113 million in demand-side management programs, enabling around 145,000 residential customers and more than 7,000 businesses to save more than 797,000 megawatt-hours of energy. That is equivalent to the power consumed by 67,463 homes over the course of a year, and it avoided 563,384 metric tons of carbon-dioxide emissions.

In June 2019, DESC applied to the South Carolina Public Service Commission for a five-year extension and an expanded portfolio of demand-side management programs. In December 2019, the Commission granted approval for the portfolio. As a result, over the next five years DESC will double its energy savings and significantly expand customer participation in its DSM programs. The programs include seven focused on residential customers and three focused on commercial and industrial customers, as well as two new programs — one for multifamily residences, and another for municipal LED lighting. DESC's low-income program, the Neighborhood Energy Efficiency Program, will expand by roughly 45 percent during the five-year extension.

## Investing in Infrastructure for Clean Energy

### Gas

The AMI investments noted above also will benefit our gas customers. Having access to daily interval reading data can improve system monitoring, maintenance, and forecasting, and allow for additional rate options — including critical peak rates, curtailment rates, and peak-time rebates for all classes of customers.

Company-wide, we offer a variety of energy efficiency programs in our natural gas distribution business, such as ThermWise, HouseWarming, and Home Performance with Energy Star. For more on those, see the “[Energy Value](#)” section of this report. We expect programmatic and project-related investments on the gas side of our business to include:

- Almost \$1.2 billion to replace pipelines at our local distribution companies from 2020-2022. These investments not only improve reliability and ensure public safety, but also reduce methane emissions when replacing cast-iron, bare-steel, or ineffectively coated steel.
- Another \$1 billion in growth capital expenditures for our gas distribution business from 2020-2022. These next-generation investments will emphasize projects to add flexibility and ensure maximum utilization of existing infrastructure. As we adapt to an economy that features greater reliance on intermittent energy sources, the durability of the natural gas grid is a vital component of a secure cleaner-energy future.



### Carbon-Free Nuclear

Nuclear energy is an essential part of the fight against climate change. The U.S. Energy Information Administration [reports that](#) in 2019, nuclear power contributed nearly 20 percent of all U.S. electricity generation. Fossil fuels made up more than 62 percent, and renewables made up 17.5 percent. While it is feasible to replace certain fossil-fuel generation with renewables and storage by 2050 — the point by which greenhouse-gas emissions must hit net zero to avoid average global warming of more than 1.5 degrees Celsius, [according to](#) the United Nations Intergovernmental Panel on Climate Change. However, replacing both fossil-fuel generation and nuclear generation would be substantially harder, especially given increasing demand from the electrification of transportation and buildings.

**Delivering Clean, Reliable, Affordable Energy**

**Investing in Infrastructure for Clean Energy**

In addition, nuclear power provides steady baseload generation. Dominion Energy’s nuclear power stations provide more than a third of its total electricity generation — enough energy to power roughly 3 million homes around the clock. As part of Dominion Energy’s focus on reliability and its commitment to achieve net zero emissions, the company is committed to extending the life of its nuclear fleet.

In 2017, Dominion Energy notified the federal Nuclear Regulatory Commission of its intent to renew the license for its North Anna Power Station for another 20-year term and expects to file the application this year. In October 2018, we submitted a license renewal application for the Surry Power Station. As part of the relicensing process, the company expects to spend up to \$4 billion in upgrades to the units.

In Connecticut, our Millstone Power Station provides [43 percent](#) of the state’s electricity generation and more than 90 percent of its carbon-free electricity. In March of 2019, Dominion Energy reached an agreement with the state under which Millstone will continue to provide Connecticut with power for 10 years.

Prior to that agreement, the Connecticut Department of Energy & Environmental Protection and the Connecticut Public Utilities Regulatory Authority conducted a [resource assessment](#) considering various scenarios that might unfold in the absence of continued power from Millstone. The scenarios explored cases in which Millstone’s power was replaced by the open energy market, by a mix that included 25 percent zero-emission sources other than nuclear, and by a mix that consisted entirely of non-nuclear, zero-emissions sources. In all three scenarios, costs to ratepayers increased. In the first two scenarios, greenhouse-gas emissions also increased. While emissions did not increase when 100 percent of Millstone’s generation was replaced by non-nuclear zero-emissions sources, the price to ratepayers rose \$5.5 billion.

Findings such as these add weight to the conclusion from MIT’s Joint Program on the Science and Policy of Global Change that “Continued focus on lowering the cost of baseload generation from low-carbon sources such as nuclear would make achieving deep reductions in carbon emissions much less costly.” In another study published in the journal *Joule*, researchers found that (in the words of MIT Professor of Nuclear Science and Engineering and Associate Provost Richard Lester) “Contrary to fears that effective climate mitigation efforts will be cripplingly expensive, our work shows that even deep decarbonization of the electric power sector is achievable at relatively modest additional



Millstone Power Station.

“By 2050, the world must increase electricity generation by 100 percent while reducing emissions from electricity generation by 100 percent.”

**Daniel Poneman**

Deputy Secretary of Energy Under President Barack Obama

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cost. But contrary to beliefs that carbon-free electricity can be generated easily and cheaply with wind, solar energy, and storage batteries alone, our analysis makes clear that the societal cost of achieving deep decarbonization that way will likely be far more expensive than is necessary.”

Such conclusions reinforce our belief that nuclear energy not only provides a reliable source of zero-carbon electricity, it also will help protect lower-income customers from any cost increases associated with the transition to a clean-energy economy.

## Sustainable Natural Gas

Natural gas plays a major role in reducing greenhouse-gas and other emissions. It has enabled Dominion Energy to transition from coal — which once made up roughly half our electric production, and now accounts for 12 percent. Natural gas also has supported integrating renewable energy sources on to the electric grid.

While we are happy about this progress, we know we can do more. For example, we are focusing on three key areas to make our primary natural gas business more sustainable:

- We are investing in new equipment and technology and dramatically reducing the practice of gas venting during maintenance to reduce any methane emissions on our system. This will help us achieve our methane-emission reduction goals: Under net zero, the company plans to reduce methane emissions by 65 percent by 2030 and 80 percent by 2040, from 2010 levels.
- Furthermore, the company has committed to invest in carbon-beneficial [renewable natural gas \(RNG\)](#) projects that will capture an amount of methane from U.S. farms at least equivalent to any remaining methane and carbon dioxide emissions from the company’s natural gas operations, making Dominion Energy’s gas infrastructure business net zero 10 years before the overall company.
- All remaining emissions from our natural gas operations will be offset through investments in carbon-beneficial renewable natural gas, making this area of the business net zero by 2040.
- We are investing in resiliency programs to make our system safer, more secure, more flexible, and more sustainable.



Workers at the Brunswick County Power Station produce electricity from clean natural gas, powering 340,000 homes and businesses.

- We are pursuing other ways to help our industry and others reduce their carbon footprint by extending the benefits of natural gas to our customers and communities. These include:
  - Waste-to-energy partnerships with agriculture;
  - Backup support for intermittent renewable generation;
  - LNG exports to countries seeking to reduce their reliance on coal; and
  - Transitioning from the use of coal and oil in power generation and manufacturing.

For a fuller discussion of these efforts, see this report’s section on [“Beyond Net Zero.”](#)



Investing in Infrastructure for Clean Energy

## Cove Point

In 2014, construction began on a \$4.1 billion facility to liquefy natural gas at Dominion Energy’s Cove Point LNG import terminal on the western shore of the Chesapeake Bay. The facility entered commercial operation in 2018, and a transport ship carrying the first cargo of LNG produced for export left Cove Point on March 1, 2018. The terminal loaded its 100th ship in November 2019; by then, it had delivered more than 4 billion gallons of LNG to more than 20 countries, helping them to reduce global reliance on higher-carbon coal and oil.

Dominion Energy did not expand the footprint of the original LNG import facility to accommodate the liquefaction project, and the facility maintains a surrounding 800-acre nature preserve. In addition to the nearly 3,000 construction jobs created when Cove Point was built, the facility also supports nearly 100 permanent jobs at the site. Cove Point has committed to contribute \$40 million in new annual revenue to Calvert County, Maryland; Cove Point is an important corporate citizen, providing more than half of new revenue to the county’s fiscal 2020 budget.

Cove Point contributes to the environmental sustainability of energy production worldwide by providing American allies in Japan, India, and elsewhere with a new source of natural gas for the next two decades or more. This infrastructure is helping those countries reduce their carbon footprints while improving the reliability of their gas and electric utilities. In recent years, India has pursued an ambitious program of rural electrification. Despite those efforts, rural areas still face considerable challenges related to power quality and reliability — a problem that disproportionately affects the poor. LNG from Cove Point can help alleviate that disparity.

In July 2020, we announced the pending sale of substantially all of our gas transmission and storage assets to Berkshire Hathaway Energy. Assets covered by the agreement include a 25 percent operating interest in Cove Point; in combination with a previous sale of a 25 percent equity interest in Cove Point to Brookfield Super-Core Infrastructure Partners, this leaves Dominion Energy with a 50-percent non-operating interest in the facility.



Delivering Clean, Reliable, Affordable Energy

## Clean Energy Diversity & Security

Diversifying our energy portfolio enables us to provide our customers with cleaner options, more choices, and lower bills, while protecting the power supply from potential disruption.

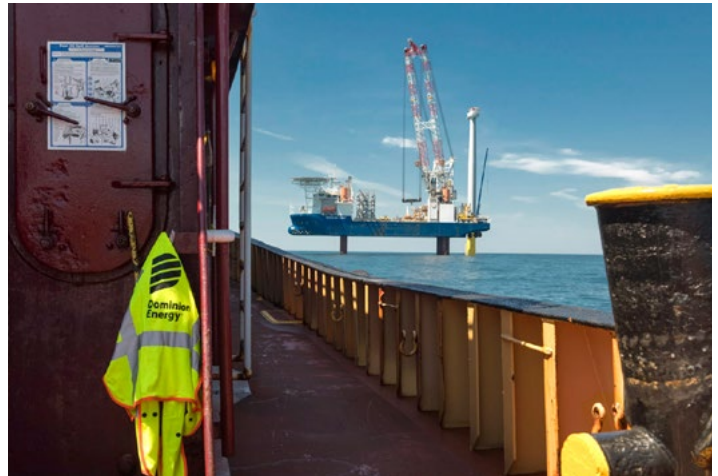
### WHAT YOU SHOULD KNOW

**We are making major investments in solar, wind, storage, and other forms of renewable energy.**

**We use nuclear power and natural gas to diversify our energy mix and provide backup for renewably sourced power when it is not producing as much energy as our customers need.**

**We are focused on making our natural gas system more sustainable.**

**We provide a spectrum of renewable options for customers, from solar to carbon-beneficial renewable natural gas.**



One of the first turbines for the Coastal Virginia Offshore Wind project nears completion.

Delivering Clean, Reliable, Affordable Energy

# Clean Energy Diversity & Security / Strategy

## WHAT YOU SHOULD KNOW

Our integrated strategy has diversified our portfolio, cut greenhouse-gas emissions, and decreased the risks associated with over-reliance on any single power source.

### A New Mix

Diversity improves sustainability: Any one energy source can tax our natural resources if relied upon too heavily, and a diversified supply chain is less likely to fall prey supply constraints, price swings, operational disruptions, or external threats. By employing a variety of energy sources — including renewable sources — Dominion Energy safeguards the environment, protects the power supply, and ensures that our customers receive superior service around the clock.

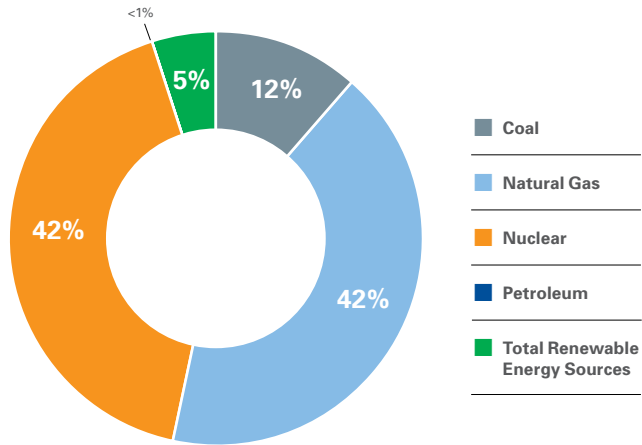
Our integrated strategy has significantly reduced our greenhouse-gas emissions. Over the past two decades, the company has not only changed the fuel mix it uses to generate electricity but also improved the systems that make up its natural gas operations.

Our strategy for greater energy diversity and security includes the elements discussed in the following sections.



Dominion Energy’s Southampton Solar Farm, consisting of more than 385,000 solar modules on approximately 1,200 acres in Virginia, provides energy to Amazon Web Services.

Dominion Energy Power Generation Mix Portfolio 2019



Based on 2019 data from company-owned generation, power-purchase agreements, and PJM data for market purchases.

## How Natural Gas Helps Lower Emissions

In 2005, coal made up more than half our power production and natural gas made up less than 10 percent. As of year-end 2019, coal accounted for 12 percent and natural gas accounted for 42 percent. Thanks to changes such as these, we have cut our carbon-dioxide emissions by more than half over roughly the same period. And while methane emissions from natural gas have raised concerns, over their life cycles gas-fired generation units are demonstrably cleaner than coal, according to a 2019 report by the International Energy Agency.

In addition to the reduction in life-cycle greenhouse-gas emissions, switching from coal to gas also greatly reduces other air emissions and solid waste, including nitrous oxide, sulfur oxide, mercury, and coal ash. Dominion Energy has cut those air emissions rates by 94 percent or more since 2000 and greatly reduced its total ash waste. For further details, see the [“Other Air Emissions”](#) section of this report.

In addition, waste-to-energy programs that produce renewable natural gas from sources such as livestock and food waste can provide an economic incentive for industries beyond the energy sector to lower their own greenhouse-gas emissions. For more on that, see the [“Beyond Net Zero”](#) section of the [“Cleaner Air”](#) part of this report.

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“While there is a wide variation across different sources of coal and gas, an estimated 98% of gas consumed today has a lower lifecycle emissions intensity than coal when used for power or heat. This analysis takes into account both CO<sub>2</sub> and methane emissions and shows that, on average, coal-to-gas switching reduces emissions by 50% when producing electricity and by 33% when providing heat.”

**International Energy Agency,**

*The Role of Gas in Today's Energy Transitions*

July 2019

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## Clean Energy Diversity & Security / Electric Diversity

### WHAT YOU SHOULD KNOW

We're combining a cleaner, greener generation mix with a broad spectrum of renewable options for customers who want them.

## Renewables

Dominion Energy has been lowering greenhouse-gas emissions for years. Through its commitment to net zero, the company is investing even more heavily in renewable sources of power, particularly solar and wind generation.

### Solar

Since 2013, we have invested more than \$4.5 billion in renewables and have increased our total solar generation portfolio from 41 megawatts to nearly 4,600<sup>5</sup> megawatts — enough power to supply about 1.1 million homes at peak output. We rank third in the country among utility holding companies for ownership of solar facilities, either operational or under development.

We constructed and brought online 388 MW of solar projects in 2019 (242 MW of system projects, and 146 MW of merchant projects). For more details, see this report's section on "[Building the Future Today.](#)"

In addition to its existing 747 megawatts of contracted solar, DESC has signed power-purchase agreements (PPAs) for an additional 330 megawatts by 2021. With the new capacity, approximately 25 percent of DESC peak generation would be solar.

Between them, Dominion Energy Virginia and Dominion Energy North Carolina brought 71 megawatts online through PPAs in 2019. Together, DEV and DENC had 592 megawatts of solar PPAs as of Dec. 31, 2019.

Also, since 2011, we have completed 34 distribution voltage solar interconnections totaling 275 megawatts in Virginia and 93 distribution voltage solar interconnections in North Carolina, totaling 649 megawatts. In 2019, Dominion Energy Virginia completed nine distribution voltage solar



interconnection requests totaling 40 megawatts. Dominion Energy North Carolina completed seven distribution voltage solar interconnection requests totaling 46 megawatts. These interconnections join solar energy sources to the grid at a local level, making them available to customers in the immediate vicinity.

In most cases, we own and operate the solar facility and third party offtakers contract with us to buy the power (and, in many cases, the associated environmental attributes) over an extended period. For example, the Commonwealth of Virginia has a power-purchase agreement with Dominion Energy Virginia for an 18-megawatt [solar facility](#) at Naval Air Station Oceana in Virginia Beach. Under a similar [arrangement](#), the University of Virginia and its Darden School of Business have agreed to buy the entire electric output of our 17-megawatt solar facility in King William County, Va. UVa also has agreed to purchase the entire electric output from our 15-megawatt facility in Middlesex County, Va. In some cases, Dominion Energy Virginia or Dominion Energy North Carolina agrees to buy solar power from third-party generators, such as solar-development companies, which is then distributed across our electric grid.

<sup>5</sup>All values are at Dominion Energy percentages, and include projects under exclusivity/diligence, development, construction, and operation. Figures exclude projects that have power-purchase agreements with Virginia Electric Power Company or Dominion Energy South Carolina as offtake (that is, not owned by Dominion Energy).

**Delivering Clean, Reliable, Affordable Energy**

**Clean Energy Diversity & Security / Electric Diversity**

Dominion Energy’s BrightSuite® brand was established in 2019 to provide our customers with innovative products and services, including delivering customized solar solutions to businesses and governments that help them meet their sustainability goals. In 2019, we invested \$8 million in customer-sited solar. (For more details on BrightSuite, see the “[Innovation](#)” section of this report.)

Our efforts have gained recognition elsewhere. For example, the Southern Alliance for Clean Energy has named Dominion Energy South Carolina a “SunRiser” for the past three years. The distinction recognizes companies for their high solar ambitions, as measured by increases in the average number of solar watts per customer. Among utilities with more than half a million customers, Dominion Energy ranked second on the basis of solar watts per customer in 2019, with an average of 807 — a marked increase from the 488 solar watts per customer in 2018.

Dominion Energy Virginia committed in 2018 to add another 3,000 megawatts of in-state solar or wind resources to its slate of projects either in operation or under development by 2022. As of August 1, 2020, we have exceeded that goal.

## Wind

In July 2017, we announced the launch of our Coastal Virginia Offshore Wind pilot project. This is the first project to be installed in federal waters under the Bureau of Ocean Energy Management process, the first owned by an electric utility, and only the second offshore wind project in the country. We signed an agreement and strategic partnership with Ørsted Energy of Denmark, a global leader in offshore wind development, to build two six-megawatt turbines approximately 27 miles off the coast of Virginia Beach. Ørsted, the largest offshore wind developer in the world, is serving as the offshore engineering, procurement and construction lead for the project. The L. E. Myers Company, with members of the International Brotherhood of Electrical Workers, performed the onshore construction work. Siemens Gamesa Renewable Energy was selected as preferred turbine supplier through a competitive process.

In September 2019, we proposed the largest offshore wind project in the Americas: a 2,640-megawatt development (enough to power 650,000 homes at peak output) also 27 miles off the Virginia coast. We chose Siemens Gamesa, a global leader in offshore wind technology, to provide the turbines for the development, which will be located in



112,800 acres that Dominion Energy leased from the Bureau of Ocean Energy Management in 2013.

Development of offshore wind in Virginia will produce a host of ancillary benefits to the state and to local economies. Siemens Gamesa is evaluating the possibility of investing in a \$200-million blade factory in Hampton Roads; and supply-chain and service-related activity related to offshore wind could create additional employment opportunities. Dominion Energy is leading a consortium that will deliver a Jones Act-compliant installation vessel, further enabling the U.S. offshore wind market. The economic benefits of developing wind power make our communities stronger — providing not only jobs but also additional tax revenue for education, transportation, public safety and other services crucial to long-term societal sustainability.

In October 2019, we announced an agreement to provide the Commonwealth of Virginia with 75 megawatts of renewable energy from a wind farm in Botetourt County as part of a historically large renewable energy procurement by the state government.

## Hydropower

Dominion Energy operates seven hydropower stations, which use the energy from river flow or the release of dammed water to spin turbines and generate electricity. The seven stations — in Thelma, N.C.; Louisa, Va.; Roanoke Rapids, N.C.; Carlisle, Columbia, and Jenkinsville, S.C.; and Augusta, Ga. — generate enough power to serve roughly 140,000 homes.

## Nuclear Power and Gas

Our always-on nuclear fleet provides crucial carbon-free baseload generation. Our fast-start gas-fired generation facilities provide competitively priced energy in their own right, and backstop renewable energy resources when they are not producing enough energy to meet customer needs. Both energy sources are essential to a diverse power supply that can shrug off changes in weather, market conditions, supply streams, and other variables to ensure a steady, reliable flow of electricity.

## Energy Storage

Dominion Energy operates the world's largest energy storage facility: a 3,003-megawatt pumped-storage power station in Bath County, Va. When electricity demand is low, the company pumps water from the lower of two reservoirs to the upper one. When demand spikes, valves open to let water run back to the lower reservoir at a rate of 13.5 million gallons per minute. The downward flow of water generates enough electricity to power 750,000 homes and provides reliable backup energy if other sources go offline. We also operate a second pumped-hydro facility in Jenkinsville, South Carolina, that has a capacity of 576 megawatts.

We are exploring the potential for another pumped-storage facility in the coalfields of Southwest Virginia, and have received approval from the State Corporation Commission of Virginia to move forward with four battery-storage pilot projects. These projects will pave the way for the additional energy storage technology needed to support the company's commitment to achieve net zero carbon and methane emissions by 2050, increase our renewable generation, and improve grid reliability. The four utility-scale battery storage pilot projects — made possible by the Grid Transformation and Security Act of 2018, and totaling 16 megawatts — are the largest projects of their kind in Virginia.



Bath County hydro pumped-storage facility.

## Energy Efficiency

Dominion Energy recognizes the growing importance of energy efficiency in a world marked by increasingly stringent carbon regulation. Indeed, for many years we have offered our customers a variety of home and business efficiency incentives. For a list of such programs, see the "[Energy Value](#)" section of this report.

In keeping with our commitment to extend beyond our own net-zero commitment, we are expanding our efficiency efforts. In 2019, for example, Dominion Energy Virginia filed for regulatory approval of 14 energy-efficiency program approvals related to demand-side management.

## A Spectrum of Renewable Options for Customers

Dominion Energy is not the only one embracing change: Our customers increasingly want to be able to customize what kind of energy they use and how they get it. To meet this desire, Dominion Energy Virginia has developed a variety of service and payment options. They include:

### Green Power

This program — available to residential and commercial customers, universities, and local governments — allows participants to buy renewable energy certificates in increments to offset up to 100 percent their energy use. A renewable energy certificate, or REC, provides proof that a given amount of electricity came from renewable sources. The program offers maximum flexibility with minimal commitment. In 2019, participation passed the 33,000-customer milestone. About half of participants offset their entire energy consumption with RECs.

### Virginia Community Solar Pilot

Approved in 2018, the Community Solar program enables residential, commercial, and industrial customers to purchase energy from participating new solar facilities located in communities throughout Dominion Energy Virginia's service territory.

### Schedule RG (Renewable Generation)

Similar to the Community Solar program, but for larger commercial customers, Schedule RG enables companies to have Dominion Energy Virginia develop a renewable-energy portfolio with a unique rate structure for all their locations. Through Schedule RG, Dominion Energy either builds renewable energy facilities for those customers or finds facilities on the open market that support the customer's unique sustainability goals.

### Schedule RF (Renewable Facility)

Dominion Energy Virginia also offers a larger-scaled renewable program to large industrial customers, data centers, and others who want to procure RECs from a newly constructed renewable-energy source. Through Schedule RF, an identified renewable energy source is dedicated and sized to meet the specific customer's energy load.



### Net Metering

Customers who install renewable energy generators (solar panels, wind turbines, etc.) on their own property can apply to interconnect their renewable system to Dominion Energy's electric grid. Customers who consume more electricity than they generate pay only for their net usage — their total electricity consumption minus their own generation. Customers who generate more electricity than they use can receive credit for each kilowatt-hour delivered to the grid. From 2018 to 2019 alone, year-over-year participation in our net metering program grew 78 percent, and total capacity grew 131 percent. Under the Virginia Clean Economy Act, caps on the size of individual net metering installations and systemwide net metering capacity have been raised.



## Clean Energy Diversity & Security / Natural Gas Diversity

### WHAT YOU SHOULD KNOW

**We're introducing new ways to produce and deliver natural gas that are better for the environment and more convenient for customers.**

Natural gas does not come in a one-size-fits-all package any more than electricity does. At Dominion Energy, we are committed to meeting both our customers' need for flexible natural gas delivery and our communities' demand for a cleaner environment. To these ends, Dominion Energy is developing an array of programs, partnerships, and options that improve how natural gas is produced and delivered.

These include storage, waste-to-energy, and compressed natural gas.

### Storage

In 2019 we operated one of the largest natural gas systems in the country, providing about 1 trillion cubic feet of storage capacity in five states (New York, Ohio, Pennsylvania, Utah, and West Virginia). The system consists of more than 2,300 underground storage wells into which we inject natural gas so it is available when customers and communities need it. In July of 2020, we announced the pending sale of this business to Berkshire Hathaway Energy. Some smaller gas storage operations will remain in Dominion Energy's gas distribution portfolio.

We continue to rely on natural gas, together with quick-start power generation, as a large-scale utility battery to provide reliable, on-demand power at any time. This will allow more renewables to be added to the grid.



Methane emissions are captured from farming operations for processing into natural gas (photo courtesy of Vanguard).

## Waste-to-Energy

Nothing goes to waste in the natural ecosystem, and nothing should go to waste in our economic system, either. So we have formed partnerships with leaders in the agriculture sector to capture methane from farming operations and use it in our natural-gas business. Capturing methane and converting it to renewable natural gas substantially reduces greenhouse-gas emissions from agriculture. In fact, when emitted to the atmosphere methane is 25 times more potent as a greenhouse gas than is carbon dioxide. Our projects are a significant net benefit for the climate as they reduce greenhouse gas emissions by up to 90 percent when comparing the RNG used by customers to the gas released from our nation’s farms. For further details, see the section on turning waste into energy in the [“Beyond Net Zero”](#) section of the [“Cleaner Air”](#) part of this report.



## Compressed Renewable Natural Gas

Using compressed natural gas (CNG) can help lower greenhouse-gas emissions from transportation, and Dominion Energy has begun working with partners to supply CNG for their fleets. One such partnership, in North Carolina, will supply CNG to the bus fleet in Raleigh. Dominion Energy North Carolina worked with the City of Raleigh to build a CNG fueling station at its Raleigh Transit Terminal. The station will be fueled by carbon-beneficial renewable natural gas from Raleigh’s waste-treatment facility, using DENC’s system to deliver the gas to the transit center. The city expects to add 70 new CNG buses to its fleet (for a total of 75), which will rely on a sustainable source of fuel for their transit operations. In Utah, we have contracted with Fleet Saver — an industrial-fleet fueling company — to distribute renewable natural gas to its fleet customers through our compressed natural gas stations.



Photo courtesy of GoRaleigh.

## Support for Renewables

While battery technology continues to progress, it has not yet reached the point at which it can store utility-scale supplies of energy for the extended periods needed to accommodate seasonal weather variability. This makes natural gas a useful support system for renewables — one that can act as a partner when regional weather patterns stymie solar and wind generation. Natural-gas-fired power plants also can cycle up quickly when unpredictable weather occurs.

In fact, as a paper from the National Bureau of Economic Research concluded, “renewable energy integration has so far been possible thanks to the presence of fast-reacting mid-merit fossil-based technologies, which act as back-up capacity.” The paper examined the experience of 26 nations in the Organization for Cooperation and Economic Development and found that those with fast-start fossil-fuel generation “were more likely, *ceteris paribus*, to invest in renewable energy generation.” Using more natural gas has enabled Dominion Energy and the former SCANA businesses to cut their carbon dioxide emissions from power stations by 57 percent — 42 million metric tons — from 2005 to 2019.



Delivering Clean, Reliable, Affordable Energy

## Innovation

**We know a proud history does not guarantee a prosperous future. So we are not just keeping up with the changing times — we are setting the pace by driving forward innovations that will benefit our customers, our investors, and the communities we serve.**

### WHAT YOU SHOULD KNOW

**We have a clearly defined innovation strategy.**

**We are creating a culture that encourages employees to innovate.**

**We seek out industry disruptors and external partnerships to sharpen our innovation skills.**

**We have created an array of internal programs to drive innovation forward.**



Merely doing what we have always done is not an option — no matter how well we do it. We know the world moves on, and companies need to stay abreast of the times. Changing customer behavior, lower barriers to entry and new technologies and marketplaces are disrupting or upending traditional business models. While Dominion Energy currently enjoys success, we know a proud history will not guarantee a prosperous future. Progress in the years ahead will not be shaped by the strength of our legacy, but by how well we embrace innovation.

At Dominion Energy, we do more than stay abreast of the times — we drive change forward.



“The world’s leading experts on accelerating technology are consistently finding themselves too conservative in their predictions about the future of technology.”

**Steven Kotler**  
Director of Research, Flow Genome Project

Innovation

## Our Strategy

Our company is determined to create changes that improve our customers’ experience, exceed our stakeholders’ expectations, and position our company for sustainable, agile, and long-term success. We need not only to foresee technological advancements, but to develop them in order to find new and better ways of serving our customers and bringing them value.

Dominion Energy’s vice president for innovation policy and development oversees a group of dedicated innovation professionals and works in support of our chief innovation officer. The company has crafted an innovation strategy built on three pillars:

1. Grow the future;
2. Enhance performance; and
3. Accelerate the culture.

The strategy is designed to grow business and earnings by fostering a growth culture inside our organization, enhancing the assets that belong to it and developing partnerships and encouraging start-ups outside our organization.

## Growing Business and Earnings

We are exploring new markets for our existing businesses, and new lines of business in adjacent or other markets. Some of the areas we are looking into include autonomous electric transportation as a community sustainability solution; blockchain technology as a potential improvement to settle renewable-energy transactions; distributed-energy solutions to maximize the value of renewables to the grid; and customer solutions focusing on using our assets to reduce our customers’ emissions. Other elements of our innovation strategy include innovation accelerators, external partnerships, and more.



All-Electric Autonomous Shuttle “Relay” in Fairfax, Va.

Innovation

## Growth Culture

The secret to innovation is not inspiration, but hard work. We do not sit around and wait for lightning to strike; we make things happen by taking action.

### Innovation Guides and Accelerators

Each of Dominion Energy’s business units has an Innovation Guide — an employee who works with our Innovation Group to find and create innovative, sustainable value for the business. They help employees in the business units develop their skill sets, support crowdsourcing challenges, help individual contributors flesh out their ideas, and encourage collaboration on promising new ideas.

In 2019, the company extended what had been an Innovation Accelerator pilot program to all our business units. Innovation Accelerators are given training on how to foster idea generation. The accelerator program decentralizes innovation by relying on existing influencers, educators and coaches on the front lines — rather than exhortation from top leadership — to cultivate creative thinking at the grassroots level and in all corners of the business.

In addition to tripling idea generation, the accelerator program produced another benefit: Participants had the opportunity to hone their skills in communication and persuasion, and learned how to build relationships with internal and external partners alike.

### Crowdsourcing Challenges

The best ideas often percolate up from the people closest to the work. Dominion Energy has put this principle to use by issuing crowdsourcing challenges to solve existing problems or generate creative solutions to problems that might one day arise. The company completed 15 crowdsourcing challenges in 2018 and 40 in 2019.

In 2019 our annual Spark Tank innovation competition was won by Dean Combs, a design coordinator in electric distribution at Dominion Energy Virginia who describes himself as a natural-born tinkerer. Using a 3-D printer, Dean developed a device that allows designers to measure wire gauges digitally. It can replace a manual process that is nowhere near as accurate — and deliver improvements in productivity, safety, and reliability.



At Dominion Energy, innovation has its rewards — literally.

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**Innovation**

Our runner-up was David Cole, an engineering technician in Youngstown, Ohio. He developed a new insulated wrap for gas meters made out of recycled denim instead of fiberglass. The new wrap is better for the environment, reduces employee exposure to fiberglass and helps eliminate waste. Moreover, the manufacturer of the prototype being tested is Goodwill Industries, which employs people who might face obstacles to finding work — enabling us to support an organization making a difference in our communities as well.

**Sprint Teams**

The company employs “sprint teams” to evaluate innovative technologies and business models. The teams typically last for several months or more but “mini” sprint team are sometimes used to evaluate a specific opportunity quickly. Cross-functional employees from across our footprint and business units staff the teams. Recent sprint teams have focused on innovations around energy storage, solar, 5G, transportation decarbonization, and agriculture.

**Startup Awareness**

With regular frequency the Innovation team will highlight various startup companies to relevant teams within Dominion Energy. This can take the form of direct pitches from the startups, Startup Showcase meetings where employees can vote on the merits of an idea, Startup Spotlight weekly newsletters detailing novel ideas, and inviting startups to participate in our annual Innovation Expo. The majority the startup ideas are related to sustainability in some form.

**Recognition**

Because of such efforts, Dominion Energy’s achievements in innovation receive more than just internal recognition. In 2019, the company won a Technology Project of the Year award from RVATech for our strategic undergrounding virtual reality program, which shows customers what completed projects will look like before they are started — beating out competitors including Altria and Capital One. “This year’s winners all represent the most disruptive nominees in each category,” noted Richmond Technology Council executive director Nick Serfass.

Excerpt from video [here](#).



David Cole presenting heat tape at Innovation Expo.

The Nuclear Energy Institute gave Dominion Energy its 2019 Best-of-the-Best Top Innovative Practice Award for upgrading a pipe using carbon-reinforced polymer at Surry Power Station, which improved safety and lowered costs.

The Electric Power Research Institute presents annual Technology Transfer Awards to “recognize industry leaders and innovators who help companies transform research into results and solutions that can improve the efficiency of power plants, harden transmission and distribution equipment, improve cybersecurity, and enhance end-use electrification — all for the end-benefit of utility customers.” In early 2020, numerous Dominion Energy employees won the award for work done the previous year. The winners were:

- Luis Vega, Joe Hodges, and Jeff Inabinet, for implementing advanced power-quality monitoring tools;
- Mike Barnes and Gerald Warchol, for application of voltage control area and reactive power assessment software; and
- Jason Beck, for validation of overhead distribution designs for improved reliability and resiliency.

## Innovation

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### Innovation in Action

While we appreciate such recognition, we pursue innovation to produce tangible results. Here are some of the ways we are turning innovation into action.

- We have formed a partnership with Fairfax County, Va., to operate an autonomous electric shuttle that will extend the reach of the Metrorail public-transit system.
- In California in 2019, we implemented sheep grazing for vegetation management at one of our solar facilities. Early analysis suggests the venture was successful, so we are exploring the potential for an expanded version of the program elsewhere.
- In Ohio, a vacuum truck which initially was intended for leak repair in our natural-gas system was used innovatively to excavate and identify pressure sensing lines before projects are worked at pressure regulation stations — an important safety measure.
- We used Robotics Process Automation to deploy 30 bots, or automated programs, that will improve efficiencies and automate 25,000 hours of repetitive manual tasks.
- Our Workplace Sustainability Team surpassed 100 volunteer employee advocates, held seven zero-waste events (including our Innovation Expo), and diverted more than 34 tons of organic food waste from landfill to sustainable compost.
- We are using variable-voltage support devices to help better manage electric-transmission variability caused by non-dispatchable renewables.
- In Ohio, we are using a pilot project to test the Mueller NO-BLO Valve Changer, which allows the operator to replace a gas valve without any methane emissions. [\(video here\)](#)
- We are using camera-based Internet of Things technology and image analytics to monitor construction sites to detect environmental compliance events along silt fences.
- In 2019, Dominion Energy Ohio made an initial investment in Advanced Mobile Leak Equipment as part of a multiyear initiative. This technology will enable us to conduct leak surveys from vehicles (at speeds up to 55 mph) rather than walking surveys, identifying leak indications in a more efficient manner.



Mark Webb, Senior Vice President and Chief Innovation Officer.

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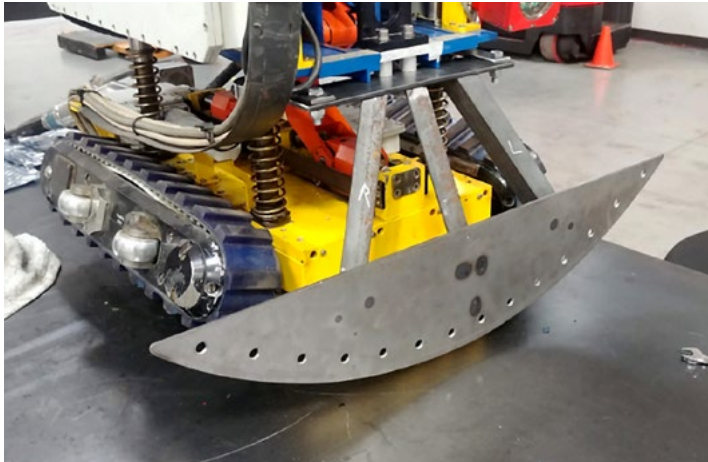
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**Innovation**

- In 2019, Dominion Energy introduced the BrightSuite brand in Virginia. BrightSuite is an unregulated subsidiary of Dominion Energy established to bring innovative products and services to customers across the company’s footprint. The business launched with security and automation services for homes and businesses. We quickly expanded to include commercial solar solutions and continue to evaluate additional behind-the-meter opportunities to add to the portfolio of offerings.
- We are using big-data predictive analytics at our Brunswick Power Station to provide early warnings about changes in gas quality that might trip individual turbines, thereby providing greater station reliability.
- In November 2019 at our Mt. Storm power station in West Virginia, we used a wall-climbing robot to perform ultrasonic thickness measurement testing on the Unit 1 boiler’s front and rear lower slope tubes. The purpose of the inspection was to determine the effects of ash erosion on the slope tubes. Using the robot lowered costs by eliminating the need for extensive scaffolding. The robot, from Gecko Robotics, can inspect boilers, scrubbers, piping, and more for wall thickness, cracking, pitting, and other forms of degradation that could be impair reliability.
- We also used a robot to remove suction piping debris from a gas compressor station in Chambersburg, Pa. In the span of a week, Dominion Energy and its partner in the project, Diakont, retrofitted two robotic inspection tools to remove foreign objects from entry points in pipes of different diameters.
- We are using autonomous mowers to manage vegetation at solar generation sites and some corporate offices.
- Dominion Energy South Carolina launched a mobile app that enables customers to perform a variety of functions, from paying their bills and requesting service to reporting outages and checking their energy usage. As of the end of May 2020, roughly 85,000 customers have downloaded the app.
- DESC also is analyzing the use of drones for inspections. The South Carolina Department of Transportation requires above-ground pipes to be inspected four times a year; with 43 above-ground pipes, Dominion Energy needs to perform 172 inspections a year. Visual inspections are hazardous and provide no visual record. Drones can collect video and still footage. The demonstration phase of the project has been completed, and the business case is under review.



Photo via Anthony Armagno, DEV Generation.



A modified Diakont robot used at our Chambersburg station.

Innovation

## External Partnerships

Dominion Energy has no monopoly on good ideas. We are always interested in what others are thinking and doing, and enthusiastic about helping them move projects forward. So we have a number of external partnerships, including these:

- We are a corporate partner with Plug and Play, a California venture-capital firm and innovation accelerator that advises corporations on their innovation practices.
- For 10 years, we have been the principal partner in the [Dominion Energy Innovation Center](#) with the Bio+Tech Research Park in three Virginia localities, including the City of Richmond, Hanover County, and the town of Ashland. The Center serves as a startup incubator and small business resource; it is currently home to roughly a dozen companies involved in everything from medical devices to accounting.
- We have a continuing partnership with Clemson University through the Dominion Energy Innovation Center in North Charleston, S.C., where much of the work focuses on grid reliability and wind-turbine research.
- We brought Babylon Micro-Farms — a modular-farming startup that uses controlled-environment hydroponics to grow herbs and greens in 15-square-foot growing cases — into our facilities to provide additional fresh, healthy produce for our employees.
- We encourage innovation through contests as well. In conjunction with Randolph-Macon College in Ashland, Va., the Innovation Center conducts an annual pitch competition for startups. In 2019, we provided mentors for a “Get Into Innovation” challenge sponsored by the Virginia Chamber of Commerce and the Virginia Energy Workforce Consortium.



“We don’t just want to keep up with the latest innovation and technology, we’re looking to lead the industry and etch innovation into the DNA of our culture. From the newest employee to our CEO, everyone is expected to have an innovative mindset.”

**Samantha Norris**  
Senior Communications Specialist, Dominion Energy West Virginia

Innovation

## Internal Mindsets and Skills

### Programs

To encourage employees to think like innovators, the company has put various programs in place that foster new ways of looking at things. These include:

- **Blue Ocean Brain** — an online development platform where employees can take part in additional training at their own pace through micro-learning experiences and challenge their cognitive skills with game-like brain exercises.
- **Design Thinking** — an eight-hour Learning Management System class open to all employees.
- **Knowledge Networks** — collaboration groups that provide Dominion Energy employees with diverse backgrounds across the company with a way to connect and share ideas around a particular technology or focus area.
- **The Chairman’s Excellence Award** — an expansion of Dominion Energy’s IDeAs innovation program, which encourages creativity in any aspect of our business and helps employee inventors take new products and services to market, the Chairman’s Excellence Award recognizes employees who develop new ways to help the company save money, work more efficiently and effectively or provide better service to our customers. It provides cash awards of up to \$5,000.



### Mini Sprint Teams

Similar to the sprint teams described earlier in this report, mini sprint teams — composed of cross-functional employees from different business units — explore emerging technologies and business models, focusing on their potential benefits to the company and its stakeholders.

### New Technology

As the energy industry evolves, we are paying careful attention to the business opportunities presented by new technologies, including:

- **Small modular reactors**, which offer cost, safety, and scalability benefits;
- **Carbon Capture and Storage (CCS)**, an important tool for the achievement of net zero emissions; and
- **Hydrogen**, which is both a fuel and a carrier that can be used to store and transport energy. Opportunities exist in the production, transportation, and use of hydrogen to support a clean-energy future when it is produced from low- or no-carbon sources (e.g., excess renewable energy). For example, hydrogen can be used to co-fire natural gas generation.

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## Delivering Energy Reliability & Value

Our customers depend on the electricity and gas we provide. If service is interrupted, people suffer. We work hard to make sure our customers can get the services they want, when they want them — and at prices they can afford. To help keep costs down and energy available, we offer a variety of energy-efficiency and financial-assistance options.

### WHAT YOU SHOULD KNOW

**Energy is a basic necessity, so we strive to keep it reliable and affordable.**

**We have a strong reliability record and are transforming our electric grid and gas pipeline systems to continue to improve our performance to match the growing expectations of our customers.**

**Our rates and services combine to provide excellent value for our customers.**

**Dominion Energy helps customers improve their own energy efficiency and provides assistance programs for those who find themselves in financial difficulty.**



## Always Available

Energy services are not luxuries. Our customers rely on us to provide them with the electricity and gas they need to go about their lives. To make sure we deliver those services without interruption, we invest in the infrastructure necessary to get the job done. We regularly inspect and maintain our equipment (including equipment housed in customer-owned vaults). We pursue programs to get the most out of that hardware, and we deploy robust security measures to protect it against all types of threats and hazards.



Delivering Clean, Reliable, Affordable Energy

## Electric Reliability

### WHAT YOU SHOULD KNOW

**We are transforming the grid, burying outage-prone overhead distribution lines, and improving physical security and resilience to minimize the amount of time customers go without power.**

## Diverse Generation Mix

One of the most important ways we ensure reliable service in our electric business is to follow the adage about not putting all your eggs in one basket. While we take extensive precautions to keep all our generation facilities online, events beyond our control do occur. In August 2011, a 5.8-magnitude earthquake took both reactor units at our North Anna Power Station in Virginia offline. While no one was hurt and no radioactive material was released, rigorous evaluation and inspection were required before the reactors could be brought back into service more than two months later. Embargoes, price shocks, weather, and other circumstances also can interfere with other kinds of generation. A diverse mix of energy sources creates a buffer between those factors and the millions of families and businesses that rely on Dominion Energy for uninterrupted power.



## Grid Reliability Projects

All the generation capacity in the world is of no use without sufficient transmission and distribution infrastructure to deliver power to customers when they need it. Dominion Energy takes care to ensure the infrastructure is up to the job. In 2019, we added 13 new miles of transmission line and rebuilt another 166 miles. We energized the Surry-Skiffes Creek 500 kilovolt transmission line project, a 7.7-mile project in Virginia that ensures reliable electricity service to 600,000 customers and made possible the environmentally beneficial closure of two coal-fired generation units at Yorktown Power Station in Virginia.

We continued working to strengthen and upgrade the 410-mile, 500-kV loop that serves as the backbone of our Virginia service area by replacing towers and running new electrical lines. As of year-end 2019, we had completed 249 miles of the loop with another 82 miles under construction. (As of June 15, 2020, 18 miles of the 82 under construction had been completed.)

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In 2019, we spent \$558 million on electric transmission and distribution maintenance, including \$76 million specifically for distribution reliability investments.

We continue to improve the grid in South Carolina as well. From the beginning of 2011 through the end of 2022, Dominion Energy South Carolina will have newly constructed or rebuilt approximately 35 percent of its electric transmission system.

**Grid Transformation**

Dominion Energy Virginia revised its Grid Transformation Plan (GT Plan) in 2019. The comprehensive, 10-year plan was designed to transform the way we provide service to our customers as part of our company’s “Smart Energy” initiative. Strengthened by extensive input from customers, collaboration with stakeholders, and a thorough third-party cost-benefit analysis, the updated plan was filed with the State Corporation Commission of Virginia in September 2019 and focused on six primary components, many of which are foundational to a transformed grid:

1. smart meters;
2. a new customer-information platform;
3. grid improvements, which include grid technologies and grid hardening;
4. telecommunications infrastructure;
5. physical and cybersecurity; and
6. an electric vehicle Smart Charging Infrastructure Pilot Program.

In March 2020, the Commission issued its Final Order on the most recent filing for the company’s proposed GT Plan. We are pleased that it approved several elements of the GT Plan, including

- a new customer information platform;
- targeted grid hardening, voltage island, and corridor improvements;
- an electric vehicle Smart Charging Infrastructure Pilot Program;
- stakeholder engagement and customer education;
- cybersecurity protections;
- hosting capacity analysis; and
- a microgrid demonstration project.



Smart meters like this one can be turned on and off remotely, permitting faster service and reducing service vehicle emissions.

These investments will allow us to give our customers more options to access their energy usage information and bills while we provide even more dependable service.

Although the Final Order denied approval of smart-meter technology, grid technologies, and other components, the company believes strongly in the benefits these investments will bring our customers. Consequently, we will continue to pursue a pathway for these elements in the future.

**Strategic Undergrounding**

Using a data-driven process, we continually analyze the performance of distribution tap lines — the overhead wires that go into neighborhoods — over a 10-year period. Those most prone to outages are considered for placement underground. Tap lines typically sustain the most damage during storms and require the highest number of repairs. In addition to reducing outages for those served by the lines converted to underground, our Strategic Underground Program has a broader advantage: It allows repair crews to move to other outage locations more quickly, thereby restoring power sooner for everyone.

In 2019, we invested \$143 million in strategic undergrounding, and held 47 community meetings to discuss the program. We

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**Delivering Energy Reliability & Value / Electric Reliability**

placed 683 tap lines totaling 247 miles underground, bringing the program total for all years to 3,708 tap lines and 1,301 miles. Thanks to these efforts, we have removed 1,859 annual outage events from our system (as of the end of 2019) and when the program is completed, we expect these measures to reduce the time it takes to restore service for all customers after severe storms by as much as 50 percent.

### Storm Preparation and Training

These highlights don't cover the many other efforts we make to sustain and improve power delivery — from replacing transformers and adding utility poles to installing new switches and sensors.

We also place a heavy emphasis on storm preparation and training. Our obligation to serve all customers requires that we plan for severe weather. That starts long before the first cloud appears on the horizon, with annual training for everyone who will work on the front lines when a major event happens. The training takes place through both online learning modules and hands-on, face-to-face instruction, and covers topics such as damage-assessment patrolling, coordination with first responders, proper procedures to ensure safety around downed power lines, and the different responsibilities for each role in the company's storm restoration process.

We practice and prepare all year long for severe weather. Among other things, we take part in the Southeastern Electric Exchange Mutual Aid Conference and exercises held by state departments of emergency management and the Edison Electric Institute.

When a major storm approaches, we stage crews and equipment in the field so they can begin work as quickly as possible. In Virginia and North Carolina, our regional operational centers coordinate with the system-wide storm center in Richmond, Va., and coordinate with local emergency management and jurisdictional authorities. We alert the public about the storm's potential and offer advice on how customers can be prepared. Dominion Energy South Carolina has similar protocols, including an Emergency Operations Center that utilizes an Incident Command System (ICS). DESC also works closely with the South Carolina Emergency Management Division (SCEMD) and the Office of Regulatory Staff via its Emergency Support Function 12 desk (ESF-12).

And when severe weather hits, we follow careful and detailed emergency restoration plans. These begin with an



initial damage assessment within the first few hours, while simultaneously taking swift action to restore power to critical public-safety and health facilities first, and then residential and commercial customers.

These efforts have proved successful again and again. After Hurricane Dorian caused more than 172,000 outages in Dominion Energy's eastern Virginia and North Carolina service area in September 2019, Dominion Energy crews restored service to 100 percent of customers within three days after the storm — dedicating a collective 53,400 hours to the recovery effort. In South Carolina, Dominion Energy restored power to 80 percent of customers within the first 24 hours after the storm. By the evening of September 8, two days after the storm, DESC had restored power to 100 percent of customers. In January 2020, the Edison Electric Institute gave our company the Emergency Recovery Award, citing the company's high standards and commitment to customers. This is the twelfth time Dominion Energy has received the award.

### Machine Learning

As part of planning for outage restoration, our Emergency Preparedness Center has an outage-prediction model that uses machine learning to project the number of customer outages and work orders based on weather patterns and historical outage data.

## Resilience and Physical Security

For years, Dominion Energy has used the National Electric Safety Council's (NESC) combined ice and wind loading criteria as the basis for design standards for typical distribution facilities. In order to harden the system even further against extreme weather, in 2019 the company began designing all future construction to meet the stronger of the NESC's heavy loading criteria for combined ice and wind, or the extreme-winds criteria of the American Society of Civil Engineers. This will lead to a stronger, more resilient distribution grid by dictating larger poles and shorter spans between them, resulting in less damage and faster restoration during severe weather events. Additional improvements to standards include establishing a minimum pole class across the system, requiring deeper pole setting or select backfill in areas with poor soil, expanding the use of fiberglass cross-arms, and using upgraded insulators.

In 2019, we installed flood seals around many of our pad-mounted transformers. The seals prevent corrosion, which could lead to component failure. We are also further hardening electric distribution substations commensurate with the risks associated with disruptions to reliable operations to customers served by the substation. Additionally, the company maintains a concerted effort to harden boundaries and implement sophisticated asset monitoring around the perimeter of our substations.

## Reliability Performance

Electric reliability is measured by the System Average Interruption Duration Index (SAIDI), which tracks the average number of minutes a customer is without service, excluding major events such as storms. In 2019, the typical Dominion Energy Virginia customer was without power for approximately two and a half hours over the course of the year outside of major events.

In South Carolina in 2019, Dominion Energy achieved an excellent SAIDI score of 77.89, a historic record for the business segment.





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## Natural Gas Reliability

### WHAT YOU SHOULD KNOW

To improve our strong record of reliability even further, we are investing billions to upgrade and replace our natural gas pipelines. We also maintain around-the-clock monitoring, deploy remote sensors, and install remote-controlled shutoff valves to prevent, isolate, and repair any deficiencies.

Dominion Energy’s natural gas operations have a strong record of extremely reliable service. In a typical year, they experience no service interruptions at the transmission level and very rare interruptions at the distribution level. We respond to all reported gas emergencies. In 98 percent of all cases, we are onsite within 60 minutes.



## Pipeline Maintenance and Replacement

To maintain that level of performance — and even improve it — we have put several programs in place that focus on both pipeline maintenance and pipeline replacement.

In 2019, both our Gas Transmission and Storage and Gas Distribution business units used smart pigs — sensor-laden computerized devices that travel inside gas pipelines to detect anomalies such as dents and corrosion — on 1,044 miles of transmission lines. We completed pipe-to-soil corrosion inspections on 1,323 miles of transmission lines, and conducted casing inspections on 135 of our natural gas wells. For more about such efforts, see the section later in this report on [“Pipeline Safety and Integrity.”](#)



We have spent more than \$1.8 billion so far to replace more than 1,900 miles of transmission and distribution pipe in Ohio, where Dominion Energy Ohio serves approximately 1.2 million customers. In 2019, the company invested \$210 million and replaced approximately 195 miles of pipe in our Ohio and West Virginia systems.

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In 2016, Dominion Energy West Virginia (DEWV) launched its Pipeline Replacement and Expansion Program (PREP), through which DEWV would replace more than 1,000 miles of the company’s 3,146-mile distribution pipeline system over a period of more than 50 years. In 2019, the West Virginia Public Service Commission approved shifting the PREP program to a 24-year replacement time frame, which will effectively double the recent replacement rate starting in 2023. DEWV will upgrade bare-steel, ineffectively coated steel, cast-iron, wrought-iron and copper pipelines to either effectively coated steel or plastic pipe. While existing lines are safe, these enhancements will ensure that the company continues to meet applicable regulations. The new pipe will be more durable and resistant to corrosion, which will enable DEWV to ensure safe, reliable service for years to come.

In Utah, Wyoming, North Carolina, and South Carolina, all cast-iron, bare-steel, and ineffectively coated steel pipe has been replaced. We have spent more than \$500 million in our Utah service territory, where we serve more than 1 million customers. In 2019, our Western-state operations replaced almost 19 miles of mostly 24-inch diameter pipe.

Though the early impetus for these programs was service reliability and pipeline safety, by addressing the less robust components of our distribution infrastructure, Dominion Energy is reducing methane emissions at the same time. These initiatives support our commitments to reduce methane emission from operations, as more fully described in the [“Climate Change”](#) section of this report.

## **New Infrastructure**

Some parts of the U.S. are reaping the benefits of the natural gas revolution, including ample supply and low prices. Others face severe supply constraints because of inadequate infrastructure. In 2019, Dominion Energy sought to address this deficiency through new infrastructure projects. In July 2020, we announced the pending sale of substantially all of our gas storage and transmission business to Berkshire Hathaway Energy. While some of the projects described here are expected to migrate to the control of Berkshire Hathaway Energy, we still consider them important elements in the effort to prevent shortages and service curtailments in their respective regions.

In Ohio, we completed the \$40+-million expansion of the Chippewa Compressor Station in Wayne County, which helped ensure that Dominion Energy could continue meeting its contractual obligations to customers with minimal environmental disturbance.

By the end of 2019, Dominion Energy North Carolina (DENC) had nearly completed construction of its new M-64 pipeline, which provided several benefits to the western part of the state. First, it provides a secondary supply source of natural gas, improving service reliability to that important region. Second, it allows the company to adjust operating pressures on other pipelines in the area, improving overall system safety. Finally, M-64 brings gas service to areas previously unserved, including parts of McDowell County — where residents were so supportive of the project they held [community dinners](#) to support the pipeline workers.



More than 100 gas pipeline installation workers were welcomed by the community of Mount Vernon Baptist Church in Forest City and by Union Mills Learning Center volunteers and staff to Union Mills.

## Resilience and Recovery

With the need for continued reliability in one of the fastest-growing states in the country, Dominion Energy Utah analyzed options the company could pursue to ensure supply dependability and avoid disruptions. We concluded that the best available long-term solution would be construction of an LNG facility. Dominion Energy is working with regulators to obtain approval for this option.

On January 30, 2020, in Ohio, our gas operations set a record for total throughput of 3,097,833 million cubic feet (MMcf), with a peak hourly rate of 3,292,263 MMcf/d, during a period of sustained below-zero temperatures. Supply issues from various interconnects led to a temporary shortage during peak hours; Dominion Energy responded by pushing approximately 1 billion cubic feet (Bcf) from storage. The ability to deliver this volume under extreme conditions validated the investments we make in systems and people to ensure uninterrupted service when our customers need it most.

Sometimes things go wrong despite our best efforts. When that happens, we work swiftly to restore service and make sure our customers are taken care of. In Rocky River, Ohio, a gas main leak left about 200 customer accounts without service in the middle of winter. By 7 a.m. the next morning, we had restored service to 90 percent of them. We also offered free hotel rooms to customers affected by the outage.



“Every single Dominion employee that crossed my path during these not ideal days was absolutely wonderful! The response time, attentiveness, kindness, politeness and over all respectful employees truly amazed me. They were working in horrible conditions and did not stop until the issue was fixed. I know they still have a huge project ahead of them to completely fix the problem, but I want it to be known that from myself and my many neighbors, we all greatly appreciate the work that has been done. The customer service at Dominion is top notch!”

**Ashley Christyson**

Customer affected by the January 2019, gas outage in Rocky River, Ohio

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## Customer Service

### WHAT YOU SHOULD KNOW

**Keeping our customers happy is the heart of our business. We pay close attention to how well we serve them, and try to make their interactions with our company as seamless and pleasant as possible.**

## Outage Performance

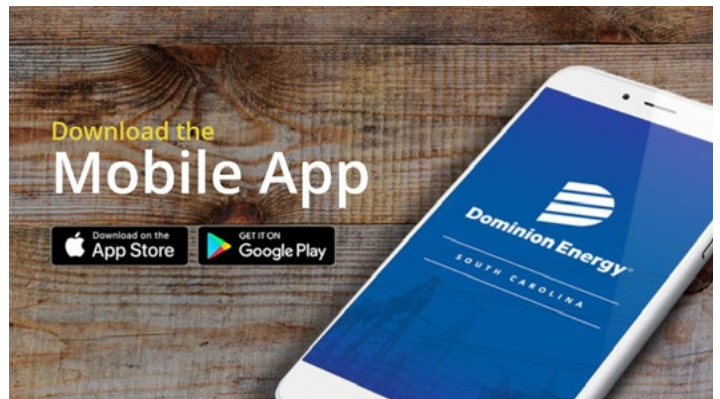
As this report's sections on electric and natural gas reliability indicate, we have a strong record of reliable service, with minimal outages outside of major storms. But we can do even better, so we are always looking for ways to reduce outage times even further.

## Call Reduction

One measure of how well we are doing is the volume of calls to our customer-service centers. From 2018 to 2019, Dominion Energy South Carolina experienced a 12 percent decrease in the volume of calls. The call volume has fallen 26 percent from 2015-19. DESC has adopted a strategic approach designed to reduce customer effort. This includes developing a self-serve mobile phone app, anticipating customer needs, achieving first-contact resolution (i.e., "get it right the first time"), and using customer feedback to drive process improvements. As a result, paperless billing and self-service orders such as service starts or transfers have risen. In addition, Dominion Energy offers a number of self-service options on our website, including the ability to add a mailing address or sign up for a program such as budget billing. We also measure the amount of time it takes to answer incoming calls. In Virginia, the past three years (2017-19) rank as the top three years for best-ever performance in average speed of answer (ASA), with an ASA of 27 seconds in 2017 and 2018 and an ASA of 33 seconds in 2019.

## Customer Convenience

In October 2019, DESC launched a mobile app that provides up-to-date account and balance information, outage reporting, service requests, and more.



Delivering Clean, Reliable, Affordable Energy

## Energy Value

### WHAT YOU SHOULD KNOW

**Our rates remain highly competitive, and our active role in economic development fosters prosperity overall. To help our customers manage costs further we offer a variety of energy-efficiency programs, and we offer assistance programs to help those facing financial difficulty get back on their feet.**

Keeping energy affordable matters just as much as keeping it reliable. To do that, Dominion Energy pursues a three-part strategy: making smart investments, maximizing the efficiency of our operations, and offering generous assistance programs. In addition, the company’s economic development efforts also make energy more affordable by raising living standards.



## Energy Value

We work hard to make our operations as efficient as possible. Such efforts, along with sound management in general — Dominion Energy has been named to the Management Top 250 by *The Wall Street Journal*, and ranks second out of seven gas or electric utilities on that list — have helped keep our rates low. For example, in terms of both residential and industrial rates, Dominion Energy Virginia continues to be one of the most affordable providers of electricity in the country. (For further details, see chart below.)

### Retiring Less-Efficient Units

One way we do this is by retiring older, less-efficient generation units, which produces savings not only in operation and maintenance but also fuel costs. Because fuel costs are passed on directly to the consumer, our customers receive the full benefit of savings on fuel.



### Extending Millstone’s Service

On the other hand, sometimes, the smartest move is not to shut down a generation source but to keep it running. In 2018, our Millstone Power Station faced the risk of closure because of rising costs and increasing competition from gas-fired generation. Dominion Energy worked with the state of Connecticut to enable Millstone to compete in energy auctions as a zero-carbon power source, and ultimately reached a 10-year deal to provide power to regional utilities.

[Analysis](#) by Connecticut’s Department of Energy & Environmental Protection and the Connecticut Public Utilities Regulatory Authority found that out of several different scenarios, keeping Millstone operating offered consumers the lowest cost while still controlling greenhouse-gas emissions. (For further details, see this report’s section on [Carbon-Free Nuclear](#).)

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**Delivering Energy Reliability & Value / Energy Value**

**Cost Reductions**

In 2018, we launched a program called Buy Smart — an initiative to promote sustainability and cost-saving across the company. The goal is to save \$100 million annually by 2020. In 2019, we achieved more than 75 percent of that goal, saving a total of \$77 million through collaboration between our supply-chain management team and our business units. To cite just one example: In Dominion Energy South Carolina, we reduced the installation time frame for installing exciters in our Fairfield Pump Static Excitation System from four years to two, lowering costs from \$3.5 million to \$2.6 million. For 2019, we also reaped \$65 million in indirect savings through cost avoidance and strategic sourcing.

We also pursue savings through an effort called Envision Tomorrow. The aim of the program is to encourage thinking differently and foster innovative ideas that could improve a process or increase operational efficiency. Envision Tomorrow promotes those ideas across the enterprise, so the full value can be harnessed by other business units as best practices.

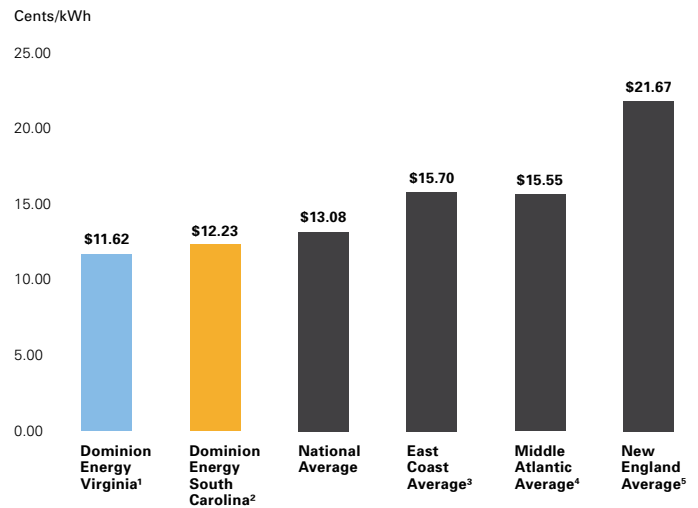
Dominion Energy has maintained competitive energy rates for many years. In July 2008, Dominion Energy Virginia’s typical residential bill was \$107.20 per month. As of June 1, 2020, the typical monthly residential bill was \$116.69. That increase of less than 9 percent compares favorably with the 17 percent increase the Consumer Price Index over the same time frame.

What’s more, rates for Dominion Energy Virginia and Dominion Energy South Carolina (as of May 2020) remain below the averages for the nation, the East Coast, the Middle Atlantic region, and the New England region.

In South Carolina, our electric rates are 6.5 percent below the national average, on par with the average for the South Atlantic Region, and below or comparable to the rates for other electric utilities in the state. Since Dominion Energy combined with the former SCANA, rates for customers of Dominion Energy South Carolina have dropped more than \$20 per month.

We are constantly seeking ways to lower the cost of energy even further. For instance, in addition to the various demand-side-management programs discussed elsewhere in this report we also introduced LED streetlights in Virginia as an alternative to replace traditional sodium vapor and metal halide streetlights. This helps localities reduce energy consumption and lower their bills.

**Dominion Energy Virginia and Dominion Energy South Carolina 2019 Residential Rates Comparison**



**As of May 2020, Dominion Energy Virginia Rate was:**

<b>11.2%</b> below the National Average	<b>26%</b> below the East Coast Average	<b>25.3%</b> below the Mid- Atlantic Average	<b>46.4%</b> below the New England Average
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**As of May 2020, Dominion Energy South Carolina Rate was:**

<b>6.5%</b> below the National Average	<b>22.1%</b> below the East Coast Average	<b>21.4%</b> below the Mid- Atlantic Average	<b>43.6%</b> below the New England Average
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<sup>1</sup> Dominion Energy Virginia: residential rates effective May 1, 2020. Source: Company Rates Dept.

<sup>2</sup> Dominion Energy South Carolina: residential rates effective May 1, 2020. Source: Company Rates Dept.

<sup>3</sup> East Coast Average: CT, ME, MA, NH, RI, NJ, NY, PA, DE, DC, FL, GA, MD, NC, SC, VA.

<sup>4</sup> Middle Atlantic Average: NJ, NY, PA.

<sup>5</sup> New England Average: CT, ME, MA, NH, RI, VT.

Source: U.S. Energy Information Administration, Table 5.6.A Average Price of Electricity to Ultimate Customers by End-Use Sector; data released May 26, 2020 reflecting March 2020 rates.

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“This project propels Virginia to national leadership in America’s transition to clean energy. It’s also shaping a new industry that will bring thousands of new clean energy jobs to Virginia. By working together, Virginia is shaping an investment that’s good for workers, good for business, and good for the American economy.”

Virginia Governor Ralph Northam

On Dominion Energy’s Coastal Virginia Offshore Wind Pilot Project

## Economic Development

Affordability depends on two variables: the price of a good or service, and the financial resources of the purchaser. In addition to all that Dominion Energy does to keep its rates reasonable, the company also plays an active role in economic development. The job creation and increased tax bases from businesses that expand or that choose to locate in our service areas increase personal income and tax revenues, which raises overall living standards. And this makes all goods and services — not just energy — more affordable for the communities that we serve.

## Attractive Business Environment

Dominion Energy’s competitive rates, strong reliability, and growing portfolio of renewable generation have drawn major business investments to our service territory. For instance: Dozens of data centers have clustered in Northern Virginia, the largest data center market in the world and one through which — by some estimates — as much as 70 percent of all Internet traffic passes. In 2019, Dominion Energy connected 26 data centers, for an average of one data facility every two weeks. In late 2018, Amazon chose Arlington, Va., as one of the two locations (along with New York City) for new Eastern headquarters that will employ more than 25,000 people at each site. In 2019, Dominion Energy supported more than \$5 billion in capital expenditures associated with new facilities or the expansion of existing facilities in the commonwealth, along with 1,175 jobs created by the companies constructing such facilities.



Lloyd Eley, Manager – Generation Site Construction for Dominion Energy’s Offshore Wind program, looks across the water at the two turbines of the Coastal Virginia Offshore Wind pilot project.

## Ancillary Investment

Our plans to build more than 2,600 megawatts of wind generation 27 miles off Virginia’s coast also will boost economic growth. For example, Siemens Gamesa is contemplating a \$200-million blade factory in Hampton Roads, and production and services related to offshore wind could create additional employment opportunities. The project represents not only a means to continue driving down carbon emissions, but also a once-in-a-generation economic-development opportunity for Eastern Virginia. In this time of joblessness and financial uncertainty due to the coronavirus pandemic, clean-energy jobs have the potential to serve as a catalyst to re-ignite the economy.

## Support for Growth

In Connecticut, our Millstone Power Station not only provides power to 2 million homes; it also generates more than \$1.3 billion in annual economic benefits and supports roughly 4,800 jobs. According to a report by the Nuclear Energy Institute, the power station’s benefits extend even further than that: It generates another \$1.3 billion in annual economic output — and supports more than 7,300 jobs — in New England states beyond Connecticut.

In Maryland, our Cove Point LNG terminal has provided substantial revenue to Calvert County, including 20 percent of all taxes for fiscal 2020.

Our natural gas operations in Utah and Ohio also support economic growth; the installation of almost 20 miles of pipe in 2019 has increased capacity to the rapidly growing Wasatch Front in Utah, for instance.

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“This is a once-in-a-generation opportunity. We really need to take steps to make sure Virginia makes the most of it.”

**David C. White**

President, Virginia Maritime Association,  
On Dominion Energy’s Offshore Wind Plans

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## Energy Efficiency

The least expensive power is the power you conserve. Energy conservation and efficiency are important, so we have put a variety of programs in place to enhance them. In some cases, we actually pay customers to consume less energy.

Our energy conservation and efficiency programs in our Virginia and North Carolina electric service areas include:

- **Smart Cooling Rewards**, through which homeowners receive a \$40 bill credit annually for cycling their air conditioning on high-use days;
- **The Income and Age-Qualifying Home Improvement program**, which provides in-home energy assessments and energy-saving products such as lightbulbs, shower heads, faucet aerators, and insulation at no cost to the customer;
- **The Small Business Improvement program**, which provides energy assessments and recommendations for greater efficiency;
- **The Non-Residential Prescriptive program**, which offers rebates to Dominion Energy business customers for energy-efficiency improvements;
- **The Non-Residential Distributed Generation program**, which pays customers to reduce their electricity consumption by using on-site backup generators during periods of peak demand;
- **The Residential Appliance Recycling program**, which provides incentives to eligible residential customers to recycle specific types of qualifying freezers and refrigerators that are of specific of age and size. Appliance pick-up and proper recycling services are included;
- **The Residential Efficient Products Marketplace Program**, which provides eligible residential customers an incentive to purchase specific energy-efficient appliances with a rebate through an online marketplace and through participating retail stores. The program offers rebates for the purchase of specific energy-efficient appliances, including lighting efficiency upgrades, reflectors, decoratives, globes, retrofit kit and fixtures, as well as other appliances such as freezers, refrigerators, clothes washers, dehumidifiers, air purifiers, clothes dryers, and dishwashers;
- **The Residential Home Energy Assessment Program**, which provides qualifying residential customers with an incentive to install a variety of energy-saving measures following completion of a walk-through home energy assessment. The energy-saving measures include



replacement of existing light bulbs with LED bulbs, heat pump tune-up, duct insulation/sealing, fan motors upgrades, installation of efficient faucet aerators and showerheads, water heater turndown, replacement of electric domestic hot water with heat pump water heater, heat pump upgrades, and water heater and pipe insulation;

- **The Non-Residential Lighting Systems & Controls program**, which provides qualifying non-residential customers with an incentive to implement more efficient lighting technologies that can produce verifiable savings. The program promotes the installation of lighting technologies including LED-based bulbs and lighting control systems;
- **The Non-Residential Heating and Cooling Efficiency program**, which provides qualifying non-residential customers with incentives to implement new, and upgrade existing, high-efficiency heating and cooling system equipment to more efficient HVAC technologies that can produce verifiable savings;
- **The Non-Residential Window Film program**, which provides qualifying non-residential customers with incentives to install solar reduction window film to lower their cooling bills and improve occupant comfort;
- **The Non-Residential Small Manufacturing program**, which provides qualifying non-residential customers with incentives for the installation of energy efficiency improvements, consisting of primarily compressed air systems measures for small manufacturing facilities; and
- **The Non-Residential Office program**, which provides qualifying non-residential customers with incentives for the installation of energy efficiency improvements, consisting of recommissioning measures at smaller office facilities.

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In the company's gas service areas:

- **ThermWise**, which provides energy consultation and related services (for more, see below);
- **Housewarming**, which provides inspections and weatherization to low-income customers;
- **GreenTherm**®, through which customers can support the use of GHG-reducing renewable natural gas; and
- **Home Performance with EnergyStar**, which provides energy-efficiency upgrades at no cost to the customer (for more, see below).

Further, in South Carolina, we offer a host of energy efficiency options, including financial incentives to upgrade to more efficient lighting, HVAC, food-service and custom project solutions for homes and businesses (including restaurants and hotels).

In Utah, we supported changes to the state's Sustainable Transportation & Energy Plan (STEP) to encourage the use of RNG and other sustainability initiatives involving natural gas. A primary objective will be to improve Utah's air quality in the Wasatch Front. This option will include supporting the conversion of wood-burning stoves to natural gas as a cleaner alternative to help reduce air pollution.

Pursuant to an energy efficiency standard established by the Virginia Clean Economy Act, Dominion Energy's forthcoming energy efficiency programs will be designed and implemented with annual goals for energy savings in mind.

## Assistance Programs

Unfortunately, low utility rates are not always enough to compensate for the curveballs that life can throw at our customers. For those hit by sudden financial hardship, we offer a variety of energy-assistance programs to see them through until they can get back on their feet. For example, Dominion Energy West Virginia partnered with Dollar Energy through the local Salvation Army and with the West Virginia Office of Economic Opportunity weatherization program, contributing more than \$125,000 annually to assist income-eligible customers. Through an array of larger programs, Dominion Energy operating companies provide substantial support to the communities that we serve.

## EnergyShare

The EnergyShare program began as a heating assistance program in Virginia in 1982 to help those in need with their energy bills during the cold winter months. It later expanded to include North Carolina customers. In 2008, the Virginia program expanded to a year-round assistance program that also included cooling assistance.

Virginia law expanded EnergyShare in 2015 to include additional bill assistance, free weatherization services, and increased outreach and education in the community. Weatherization upgrades such as LED lights, attic insulation, and efficient shower heads and faucet aerators provide sustainable relief on customer energy bills, making them more manageable. The additional funding also enabled programs specifically aimed at military veterans and persons living with disabilities, as well as those experiencing extreme crises.

In 2018, the commonwealth's Grid Transformation and Security Act enhanced the program further when Dominion Energy Virginia committed \$130 million to EnergyShare through 2028 to continue helping customers in need.

### HIGHLIGHT

## 100 Homes for 100 Vets

Since the program's expansion in 2015 through the close of 2019, EnergyShare has helped more than 5,200 veterans. In late 2018 we launched a special initiative, "100 Homes 100 Vets," to provide free energy-efficiency upgrades, home repairs, and education on keeping energy bills low. In 2019 Dominion Energy completed the Vets initiative, providing free energy efficiency upgrades and home improvements for more than 100 qualified military veterans, and surpassing the program goal by identifying an additional 32 recipients for assistance. The initiative also offered veterans an opportunity to learn improved energy management practices to save on their home energy costs.

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**HIGHLIGHT**  
**The Burnos**

Mr. Danny Burno, a 6-year Navy veteran, and his wife Melissa were using kerosene heaters to warm their home last winter. Their financial troubles started in December 2015 when Mr. Burno suffered a stroke that left him paralyzed on the left side of his body and unable to work. Their gas heater wasn't working properly, causing their gas bill to become unmanageable. Eventually they fell behind on their payments and their service was disconnected. Desperate for assistance, the Burnos reached out to the community and learned about EnergyShare. EnergyShare was able to cover the balance of their electric and gas bills and have their services restored. The gas furnace had to be replaced, so in partnership with the Department of Housing and Community Development and the Virginia Beach-based community action agency, STOP, Inc., the Burnos were able to get a new gas heating unit, a water heater, and insulation for their attic. "I could shout for joy," Mrs. Burno said.

Since its inception, EnergyShare has helped more than 843,000 individuals and families living in Virginia with bill assistance and provided more than 13,000 homes with weatherization upgrades. In 2019, EnergyShare contributed more than \$13.6 million in assistance to nearly 29,000 households in Virginia and North Carolina. (The [EnergyShare](#) program year runs from June 1 through May 31.)

In Ohio, EnergyShare offers gas assistance to help customers with their heating bills once government assistance has run out. Ohio EnergyShare partners with the Salvation Army to review requests and determine eligibility. If the request is approved, the energy supplier bill is paid directly, at no cost to the customer.

Ohio's EnergyShare has raised nearly \$7.3 million, helping about 80,000 people in its first 18 years. During the 2018-19 heating season, nearly 4,090 people in 1,720 households received a total \$395,000 in EnergyShare assistance.

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**HIGHLIGHT**

**Mrs. V**

Mrs. V is a single mom with 3-year-old twin girls and a 5-year-old son who has a disability. When she was laid off from her job, the nonprofit Resources for Independent Living helped her with community resources for food, household items, and job training. She was "overjoyed" when her case manager connected her to EnergyShare. Not having to worry about paying the electric bill enables her to use more of her resources to care for her three children. The support from EnergyShare has resulted in one less thing to worry about as she focuses on her family and her future goals.

## Project Share

With the acquisition of former SCANA companies, Project Share has transitioned into our EnergyShare program in South Carolina. In 2019, it provided \$155,000 worth of assistance to 220 households. Since 1986, the program has provided more than 47,500 households with approximately \$9.2 million in energy assistance.

## ThermWise

ThermWise is an energy-efficiency program in our Western operations that reminds customers, “If you conserve, you can save.” ThermWise provides visits by experts to design in-home energy conservation plans. Customers who need them receive free energy-saving tools such as household pipe insulation and low-flow shower heads. ThermWise provides cash rebates to customers who install energy-efficient appliances or make weatherization improvements such as insulation, new windows and duct sealing.

The program has conducted nearly 3,000 weatherization inspections and provided more than 30,000 home energy plans. In 2018, ThermWise program spending was \$23.4 million with 74 percent of the total being used for rebates to customers for the installation of high-efficiency natural-gas equipment, home weatherization improvements, and generation and delivery of customer energy comparison reports. These activities resulted in saving more than 950,000 dekatherms (Dth) in 2018 — the equivalent of annual natural gas consumption by roughly 12,000 residential homes.

ThermWise also provides funds for extensive home retrofits and furnace and duct replacements for low-income customers in Utah and Idaho. These funds, administered by the states’ low-income assistance agencies, have totaled more than \$5.5 million in the 13-year history of the program. As of the end of 2018, cumulative natural gas savings from ThermWise total 7.6 million Dth — equivalent to the annual consumption of roughly 95,000 residential homes. A total of \$229 million in incentives has been paid to Dominion Energy customers.

Nearly 80,000 customers participated in the ThermWise programs in 2019 and achieved natural gas savings of greater than 1.1 million Dth. Over \$23.5 million was spent for energy-efficiency programs. The natural gas savings were equivalent to more than 58,000 metric tons of CO2 avoided in 2019.



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## GreenTherm

Dominion Energy's GreenTherm program provides customers with an affordable way to combat climate change by supporting carbon-beneficial renewable natural gas. ([GreenTherm Video](#))



## Good Neighbor Fund

The Good Neighbor Fund is a non-profit organization funded by South Carolina and North Carolina employees (and the Dominion Energy Charitable Foundation) who are committed to providing financial assistance to needy families facing unexpected tragedies or emergencies. In 2019, the Good Neighbor Fund aided 215 households with a total of \$138,014. Since its inception in 1982, the program has assisted more than 12,900 families with donations of more than \$4.9 million.

In addition, its annual Christmas Project helps 900 families in our South Carolina and North Carolina service territories with a 40-pound food basket and toys for children in the household. Referrals to the program are made by employees.



## Housewarming

Dominion Energy Ohio's Housewarming Program, which offers help to low-income customers, has a \$6.5 million annual budget. Through a third-party vendor, the Housewarming Program provides health and safety inspections on furnaces, boilers, space heaters, hot water tanks, stoves and other appliances. Home improvements, including weatherization, follow. The average cost to weatherize a home is approximately \$4,600; however, there is no cost to the customer. The third-party vendor accesses multiple assistance programs available to the customer to ensure that all recommended improvements can be made.

In 2019, the Housewarming Program made 1,647 home assessments and spent \$6.5 million helping customers. Since 2015, Housewarming has provided weatherization services valued at \$32.5 million to more than 8,500 residences. Dominion Energy also made a \$150,000 donation to Salvation Army Heat Care. The Heat Care program provides support for families in need during the heating season to help them with utility bills. DENC and its customers have supported the program for nearly four decades.

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Delivering Energy Reliability & Value / Energy Value

## Home Performance with EnergyStar

In Ohio, Home Performance with Energy Star (HPwES) provides home assessments that include diagnostic and safety testing, the installation of free energy-efficiency products such as high-efficiency shower heads and pipe wrap, and rebates worth up to \$1,250 for additional energy-saving home improvements such as insulation, duct sealing, and natural gas furnaces and water heaters. The cost to the customers is \$50 plus an additional \$50 if they opt to have a Nest Thermostat installed.

In 2019, HPwES outlays to help customers topped \$3.7 million. The program arranged for 4,935 assessments, and 3,455 rebates worth more than \$1.3 million. In addition, we installed 930 NEST Smart Thermostats. From 2016 through 2019, HPwES performed over 14,500 assessments and provided rebates of more than \$3.3 million.



### HIGHLIGHT

## Helping the Helpers

Sometimes those who help others could use a little help themselves. In West Virginia, Dominion Energy and our employees have offered support to the Ronald McDonald House Charities of Pittsburgh and Morgantown. In February 2019, Dominion Energy donated \$10,000 to its house in Morgantown. In June 2019, almost three dozen Dominion Energy employees spent a day fixing up the Morgantown house where families of seriously ill children can stay while their children receive treatment.

Dominion Energy volunteers help fix up the Ronald McDonald House in Morgantown, West Virginia.

Protecting The Environment

# Protecting The Environment Overview

We have a deep appreciation for the environment around us, and we know others do as well. We're not only aware of our impact on the environment — we're working hard to reduce it, and in some instances, make it better. From lowering greenhouse-gas emissions to protecting water quality and preserving wildlife habitats, we're constantly looking for ways to ensure that future generations will be able to enjoy the world around them.



## CLEAN AIR & WATER



We are committed to doing our part to help address climate change.

We look for ways to minimize our water use. Whenever we can, we return the water we use to its source.

In our gas business, over 1.2 million MT of methane emissions prevented from entering the atmosphere since 2010, of which over 260,000 MT were the result of voluntary efforts.

## REDUCING WASTE



We try to create as little waste as possible.

We strive to reuse as much waste material as we can. When we cannot reuse waste, we dispose of it responsibly.

**46+**  
tons of IT equipment recycled in 2019.

## HABITAT AND WILDLIFE PROTECTION



We continue to implement new design standards that avoid impacts to wildlife.

We strive to protect wildlife and habitat around our operations.

**40,000+**  
acres of open space managed as habitat suitable for birds, bees and other pollinators.

## Protecting The Environment Overview

## Setting High Standards

We are fully committed to meeting the energy needs of our customers in an environmentally responsible manner. Protecting natural and cultural resources is our duty, and it is also good business practice.

Our commitment is always to comply with laws and regulations and to act in accordance with our core values. Those include ethics — which requires not only compliance with laws and regulations, but also avoiding harm to people and the environment. While we always aim to meet our legal and regulatory obligations, we set our sights higher than mere compliance.



## Environmental Management System

Our strategy is to improve our environmental performance through an environmental management system, or EMS. Our EMS provides the framework for tracking and improving the environmental compliance process across the company.

The EMS is built on 12 corporate standards that set company-wide expectations for environmental compliance and stewardship. These standards provide the framework to manage, track and improve the company's environmental record. The EMS describes roles and responsibilities throughout all levels of the workforce because we recognize that clearly defined duties for our employees and leaders are essential for fostering accountability and sustaining the EMS.

To communicate our commitment to full compliance, all employees receive training on the company's environmental policy, potential environmental issues associated with their work, their contribution to the effectiveness of the EMS and the implications of not conforming to it. Additionally, we deliver strong and consistent environmental awareness messages as part of new employee orientation and all training programs.



## Protecting The Environment

### Protecting The Environment Overview

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We feel it's important to instill a culture of compliance while also improving environmental risk management. We conduct periodic self-assessments at our sites and facilities to identify and eliminate potential compliance issues. When an environmental incident occurs, we conduct a robust root-cause analysis; promptly mitigate its effects; determine corrective actions on a short-term, long-term, and global basis; and track the effectiveness of corrective and preventive actions. Furthermore, Dominion Energy's Audit Program conducts internal audits and EMS evaluations to assess compliance with applicable environmental laws, regulations, and policies.

Our commitment to environmental excellence extends to our contractors. In 2019 we initiated a policy to ensure that we are awarding contracts to contractors and suppliers who are committed to ensuring environmental compliance. We're also building environmental compliance considerations into our supply chain management process, such as by adding an environmental qualification questionnaire to the bid process and post-project evaluation. In much the same way as we do with our safety programs, we will use environmental statistics to improve and track the environmental performance of our contractors and suppliers.

We will continue to focus on improving our environmental performance. We know that actions speak louder than words, and we will ensure that our environmental track record reflects this commitment.



## Corporate Environmental Management System (EMS) Standards

### **Dominion Energy EMS Expectations:**

Dominion Energy promotes an understanding that environmental compliance is the baseline expectation while promoting a culture that looks for and implements opportunities to reduce future risk or impacts to the environment.

### **EMS Standards/Manual:**

Dominion Energy's EMS manual describes or directs readers to overarching policies, standards, procedures and programs that make up the company-wide EMS.

### **EMS Roles and Responsibilities:**

Detailed EMS Roles and Responsibilities are described for the Board of Directors, Chief Executive Officer, senior leadership, Audit Services, Legal Services and environmental professionals, as well as all staff within the business units.

### **Incident and Regulatory Alert Communications:**

Each business unit uses an environmental event communication and response procedure to ensure that incidents are transparently responded to and reported throughout the appropriate levels of the organization.

### **Incident Response and Corrective Action:**

Each business unit maintains environmental incident response and corrective action plans commensurate with its business operations and according to applicable regulatory requirements.

### **Environmental Root Cause Analysis (RCA):**

An RCA is conducted in response to an environmental incident in order to identify the initiating causes of events and prevent recurrence. Corrective actions are identified and implemented to improve performance and prevent recurrence.

### **Training and Personnel Qualifications:**

Business units implement environmental compliance training plans to educate employees and others engaged in environmental related tasks on both their overall obligations and on specific environmental risk areas related to their jobs.

### **Environmental Compliance Tools:**

Various tools and documents are maintained to ensure environmental compliance, such as guidance documents, self-assessments and facility-specific compliance tracking.

### **Goals, Metrics and Pollution Prevention:**

Metrics, including regulatory data, are used to track and evaluate performance in order to inform management decision-making, while also communicating performance and progress. A pollution-prevention standard ensures that the company is preventing, reducing, recycling, reusing and minimizing wastes and emissions.

### **Risk-Based Self-Assessment Process:**

In addition to regulatory-required monitoring, each business unit implements a risk-based self-assessment process to proactively identify and correct any potential compliance deficiencies and eliminate potential compliance issues.

### **Document Management:**

Environmental documents and records are stored and retained as required by regulation and Dominion Energy standards and are accessible to internal company stakeholders.

### **Environmental Data Management Systems:**

Environmental data management systems are secure and compliant with IT data-management policies to ensure data integrity, consistency, information sharing and effective decision-making.

Protecting The Environment

## Cleaner Air

Climate change is the most significant energy and environmental challenge of our time. By cutting greenhouse-gas emissions — and other air pollutants — Dominion Energy is committed to addressing it.

WHAT YOU SHOULD KNOW

We are committed to doing our part to help address climate change.

We have slashed carbon and methane emissions, and plan to cut them even further.

We have improved our disclosures for even greater transparency.



Chief Operating Officer Diane Leopold spoke at the 2019 Climate Leadership Conference.

## Cleaner Air / Climate Change

WHAT YOU SHOULD KNOW

We have made major reductions in carbon and methane emissions.

We have set a bold new target: net zero carbon dioxide and methane emissions for both our electric and gas operations by 2050.

We intend to go beyond net zero by helping other sectors of the economy reduce their emissions.

Climate change is one of the most challenging issues of our time, and Dominion Energy is committed to doing our part to reduce carbon and methane emissions. We are also helping our customers do the same.



**Protecting The Environment**

**Cleaner Air / Climate Change**

We worked for two decades to diversify and transform our generation portfolio to support our low-carbon goals. Over the past decade we've made methane emission reductions through voluntary programs. We will continue transitioning our fleet and working to reduce carbon and methane emissions across our electric and natural gas infrastructure.

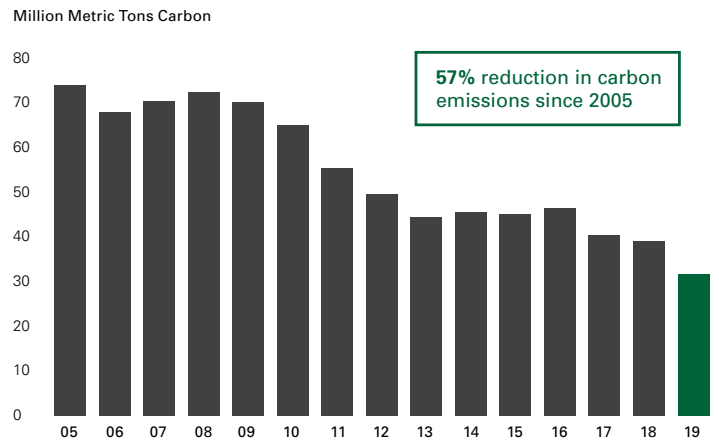
### Bold New Targets

Since 2005, we have cut our carbon emissions by 57 percent, and since 2010 we have cut our methane emissions by 25 percent (See "[Methane Emissions Reduction](#)" section for more information). Last year, we set new targets: a 50 percent reduction (from the 2010 baseline) in methane emissions by 2030, and an 80 percent reduction (from the 2005 baseline) in carbon emissions by 2050. After careful reflection and analysis, we determined that we could do more.

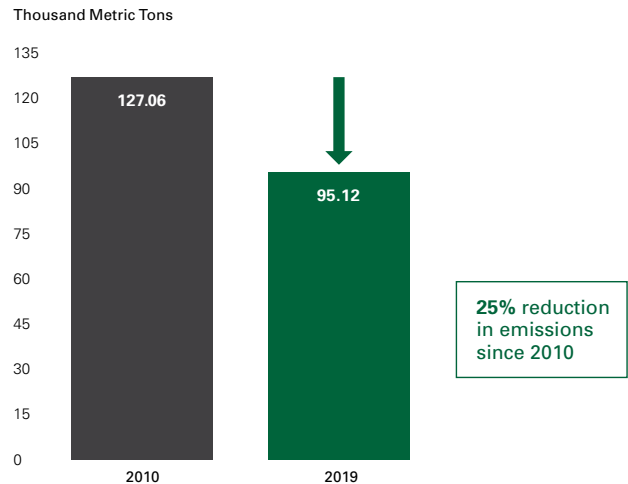
In the interest of building a clean and sustainable energy future, our company is committed to achieving net zero carbon and methane emissions from our power stations and natural gas infrastructure by 2050. And we can do so without undermining our mission to safely deliver reliable and affordable energy to our customers. The company will focus not only on driving toward the 2050 goal, but on achieving near-term progress, particularly on methane, which is a more potent greenhouse gas than carbon. Under the net zero framework, the company is committing to decrease methane emissions by 65 percent by 2030 and 80 percent by 2040, from 2010 levels.

This commitment is consistent with the findings of the United Nations' Intergovernmental Panel on Climate Change, which has found that the increase in the average global temperature must be limited to no more than 1.5 degrees Celsius above pre-industrial levels to avoid severe consequences. Since 2005, we have lowered carbon emissions by 57 percent, the equivalent of taking over 9 million non-EV cars off the road. Since 2010 we've lowered methane emissions by 25 percent.

**Dominion Energy Generation Carbon Emissions 2005-2019**



**Dominion Energy Methane Emissions Reduction**



Data for estimated 2010 emissions and 2019 emissions reflect Dominion Energy's more stringent methane inventory.

## Strategy

We take a two-fold approach to reducing greenhouse-gas emissions.

First, we intend to achieve net zero emissions by replacing fossil-fuel generation with renewable generation and energy storage; by modernizing our infrastructure; and by netting out any remaining emissions through reforestation, carbon-beneficial technologies such as renewable natural gas, or other means. We also are monitoring developments in carbon capture and storage, hydrogen, and other technologies for potential use.

Second, we intend to go beyond net zero, by helping other economic sectors lower their own greenhouse-gas emissions. We are determined to create changes that benefit the environment, improve our customers' experience, exceed our stakeholders' expectations, and position our company for sustainable, agile, and long-term success.

To that end, we have joined the Low-Carbon Resource Initiative (a joint project of the Electric Power Research Institute and GTI, an organization dedicated to innovative energy technology solutions) as an anchor sponsor. The Low-Carbon Resource Initiative is a five-year effort to develop a pathway to large-scale deployment of low-carbon technologies.

In 2019, Dominion Energy helped launch the CEO Climate Dialogue, a group of 21 companies and four leading environmental nonprofit groups seeking to promote swift action on climate change through market-based public policies that adhere to a set of guiding principles.

## Renewable Energy

See the sections, "[Building the Future Today](#)" and "[Renewables](#)" for an extensive discussion of our investments in solar, wind, hydropower, storage, and the natural gas that can step in to support intermittent renewable resources.

## Joint Cooperation Agreement

In Utah, Dominion Energy Utah has entered into joint cooperation agreements with local governments focused on reducing air pollution and greenhouse gases through the use of natural gas programs and innovation. Other aspects of the



agreements include energy efficiency, energy benchmarking and data collection, and opportunities to advance renewable natural gas.

To date, the company has signed such agreements with Salt Lake City, Moab, St. George, Kaysville, Herriman City, Sandy City, and Eureka — localities serving nearly half a million people in total. These utility/locality agreements addressing climate change are believed to be the first of their kind in the United States. They will benefit the region's environment and enhance the quality of life of the areas' residents.

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“Adding RNG to existing gas infrastructure and fueling stations is similar to adding renewable electricity to the grid.”

**Tammy Bostick**  
Executive Director, Utah Clean Cities

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## Cleaner Air / Beyond Net Zero

### WHAT YOU SHOULD KNOW

**In addition to reducing our own emissions, we also seek to help other economic sectors reduce theirs. Our current efforts focus on transportation, agriculture, and industry.**



## Transportation

### Electric Buses

- In 2019, Dominion Energy launched one of the most ambitious electric school bus initiatives in the country. When participating local school districts replace aging buses in their fleets, Dominion Energy will cover the additional cost of converting from diesel to electric buses and provide charging infrastructure. In addition to reducing greenhouse gas emissions, this initiative will substantially improve the air quality for the buses' passengers; the air quality inside an electric bus is six times better than air quality inside a diesel bus. The initiative will also provide ongoing savings to school districts because electric buses have 60 percent lower operation and maintenance costs.

What's more, because the buses are idle for long stretches at regular intervals, the program will enable Dominion Energy to use the battery systems for grid operations and in support of intermittent renewable energy.

In January 2020, we announced the first phase of the program: 50 buses in 16 localities will be operational by the end of the year. Further expansions of the program will follow later.



- We have partnered with Fairfax County, Va., on a project to bring an autonomous electric shuttle online. It will extend the reach of the Washington Metro public-transit service from the Dunn Loring stop to the Mosaic District slightly less than a mile away. Surveys show most people are willing to walk no more than half a mile to or from a transit stop, so the shuttle will make the use of Metro more convenient and appealing at minimal cost.
- The first electric bus charging stations in Dominion Energy South Carolina's system were installed to serve the Charleston Area Regional Transportation Authority's bus depot.

## Protecting The Environment

### Cleaner Air / Beyond Net Zero

## Other Electric Vehicles (EVs)

Reducing emissions from the transportation sector will require widespread electrification of both passenger and fleet vehicles. For example: If 3 billion vehicle miles were driven in Virginia with electric vehicles rather than internal-combustion vehicles by 2030, the commonwealth would avoid 1 million tons of CO2 emissions. As of December 31, 2019, there were approximately 17,200 electric vehicles (EVs) registered in the company's Virginia service area. Based on the average number of miles driven per year in Virginia, 13,300 EVs would cover roughly 170 million miles in a typical year. By 2030, the number of EVs in our Virginia service territory is projected to rise to 169,000. Dominion Energy will continue to take a variety of steps to help consumers make the shift to electric vehicles. For example, we are making it easier to learn about the benefits — both financial and environmental — of driving electric. In 2019, we launched an [online education tool](#) to help customers as they make the transition to electric transportation.

It is important for Dominion Energy to optimize the electric grid, to meet the increased demand from EV charging. In Virginia, we recently received approval of the Smart Charging Infrastructure Pilot Program and requested regulatory approval of two additional customer-facing programs to support and encourage EV adoption while minimizing the impacts of EV charging on the grid.

One of the best ways to motivate our customers to adopt electric vehicles is to lead by example. We intend to have workplace vehicle charging stations at every one of our offices in Virginia and North Carolina by 2021. We are offering incentives for our employees to buy electric vehicles and get discounted chargers for their home. Additionally, by 2025, we aim to convert 25 percent of the Dominion Energy Virginia light-duty fleet to electric or plug-in hybrid vehicles.

## Hydrogen

The heavy-transport industry is increasingly looking to hydrogen as a source of emissions-free fuel. Dominion Energy's natural gas pipelines provide a ready network of delivery infrastructure that could be used to supply hydrogen fueling stations. Hydrogen is both a fuel and a carrier that can be used to store and transport energy. When produced from low- or no-carbon sources, such as through excess renewable energy, hydrogen can help the transportation industry transition to a sustainable, zero-carbon model.



## Renewable Natural Gas

In Utah, we have contracted with Fleet Saver — an industrial-fleet fueling company — to distribute RNG to its fleet customers through our compressed natural gas stations. In 2019, we also began delivering RNG as transportation fuel to our natural gas customers in Utah.

## Agriculture

In late 2018, Dominion Energy and Smithfield Foods joined forces, creating Align Renewable Natural Gas (Align RNG) to capture methane emissions from hog farms and convert them into clean renewable energy for homes, businesses and transportation fleets. In 2019, the companies doubled their investment, to a combined half a billion dollars through 2028. Dominion Energy followed that up by announcing a \$200 million nationwide partnership with Vanguard Renewables in collaboration with the Dairy Farmers of America to capture methane from dairy farms.

In late 2019, we finalized construction of our first Align RNG project in Milford, Utah. The project entered commercial service in the spring of 2020. Consisting of 26 hog farms in southwestern Utah, the project will produce enough clean energy each year to heat nearly 3,000 homes and will reduce the same amount of annual emissions as taking more than 20,000 cars off the road or planting nearly 2 million new trees each year. Align RNG's second and third projects in Duplin County, N.C., and Waverly, Va., are now under development.

Capturing methane and converting it to renewable natural gas substantially reduces greenhouse-gas emissions from agriculture. In fact, when emitted to the atmosphere methane is 25 times more potent as a greenhouse gas than is carbon dioxide. Our projects are a significant net benefit for the climate as they reduce greenhouse gas emissions by up to 90 percent when comparing the RNG used by customers to the gas released from our nation's farms. When combined, our partnerships with Smithfield Foods and Vanguard Renewables are expected to reduce annual greenhouse gas emissions from our nation's farms by the same amount as taking more than 650,000 non-electric vehicles off the road or planting 50 million new trees each year. That will help shrink the carbon footprint of the agriculture sector, which accounts for roughly 10 percent of the nation's climate-changing emissions.

## Industry

Heavy industry accounts for more than a fifth of carbon-dioxide emissions. Much of those emissions come from the burning of fossil fuels, because many industrial processes require high temperatures for sustained periods. While electrification is not practical for some processes, it may be applicable in others. Switching from coal and oil to natural



RNG facility in Milford, Utah.



Photo courtesy of Smithfield.

gas could reduce emissions in some instances. Further reductions could be achieved through the use of hydrogen.

In Ohio in 2019, we continued work with Waste Management Renewable Energy to help that company improve the quality of gas from its RNG facility in Waynesburg by addressing certain constituents that can affect pipeline integrity. Dominion Energy Ohio and WMRE continue to discuss opportunities to increase the volume of RNG produced at American Landfill.



## Cleaner Air / Carbon Reduction

### WHAT YOU SHOULD KNOW

**A diverse mix of cleaner, more efficient, and lower-emitting ways of generating energy will shrink our carbon footprint — while helping our customers shrink theirs.**

### Strategy

Our environmental strategy focuses heavily on reducing carbon and methane emissions. We are pursuing a diverse mix of cleaner, more efficient and lower-emitting methods of generating and delivering energy, while advancing aggressive voluntary measures to continue dramatically reducing emissions from traditional generation and delivery.

In early 2019, we added targets for total carbon emissions reductions to our existing carbon-intensity reductions targets to provide further clarity around our clean-energy strategy. In 2020, we adopted a new target: net zero emissions by 2050, for both carbon dioxide and methane. We have interim targets in place to help define the pathway to reach that goal.

Over the past two decades, the company has changed the fuel mix it uses to generate electricity, as well as improved the systems that make up its natural gas operations, to achieve a cleaner future. Examples of this transition include:

- The retirement of more than 2,200 megawatts of coal-fired and inflexible, higher-cost oil- and natural gas-fired generation over the past 10 years.
- The development of the Coastal Virginia Offshore Wind Pilot, along with a larger build-out of offshore wind generation off the coast of Virginia.
- Since 2013, the investment of more than \$4.5 billion in renewables and the increase in our total solar generation portfolio from 41 megawatts to nearly 4,600 megawatts.<sup>6</sup>
- The continued work to extend the licenses of the company's nuclear units in Virginia at the Surry and North Anna Power Stations.
- The continued work associated with energy-storage technology, including the development of a new pumped-storage hydroelectric facility in Virginia and the deployment of four battery storage pilot projects.



<sup>6</sup>All values are at Dominion Energy percentages, and include projects under exclusivity/diligence, development, construction, and operation. Figures exclude projects that have power-purchase agreements with Virginia Electric and Power Company or Dominion Energy South Carolina as offtake (that is, not owned by Dominion Energy).

**Protecting The Environment**

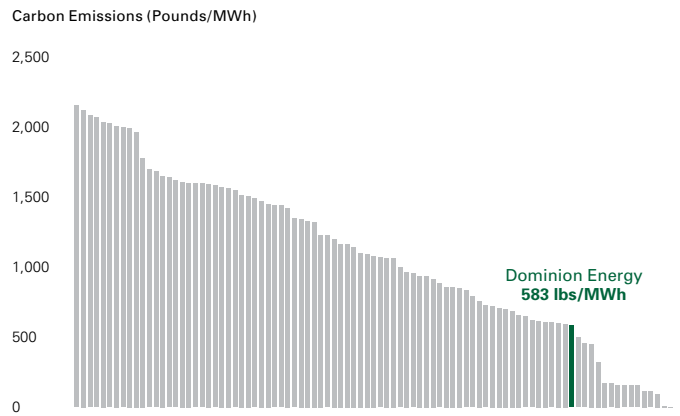
**Cleaner Air / Carbon Reduction**

Our carbon-free nuclear fleet will continue to play a central role in reducing and preventing carbon emissions. Our four nuclear stations provide enough energy to power roughly 3 million homes in the Southeast, mid-Atlantic, and New England.

We have substantially reduced both our total carbon emissions and our carbon intensity — the amount of carbon emitted per unit of energy — by generating electricity with an increasingly clean portfolio. Since 2005, we have lowered carbon emissions by 57 percent. In addition, we cut our carbon intensity from our generation facilities by 57 percent from 2000 through the end of 2019.

Our electric generating fleet’s carbon emission rate is in the lowest quartile among energy producers in the United States, according to an annual benchmarking report published by the M.J. Bradley group for the sustainability non-profit, CERES.

**Carbon Emissions Benchmarking — M.J. Bradley Report**



Note: Ratings based on 2018 emissions and generation (by ownership).  
Source: <https://www.mjbradley.com/content/emissions-benchmarking-emissions-charts>

**A Cleaner Portfolio**

We are rapidly expanding our generation from renewable and cleaner generation technologies. From 2005 through 2019, Dominion Energy lowered the use of coal to generate electricity from 52 percent to 12 percent of our energy mix.

In 2019 we announced plans to retire Possum Point Unit 5 (oil) by June 2021, as well as plans to retire Chesterfield Units 5 and 6 (both coal) and Yorktown Unit 3 (oil). The closure of these carbon-emitting generating units is a step toward meeting the company’s goal of reducing emissions, and aligns with the company’s investment in cleaner, more-efficient sources of energy.

We produced our first megawatt of solar energy in 2013. In 2019 we brought 388 megawatts of solar generation online at six facilities, and signed additional solar power purchase agreements representing 400 megawatts. Since 2013 we increased our total solar generation portfolio (including projects in operation and in development) from less than 50 megawatts to nearly 4,600 megawatts.<sup>7</sup> In 2019 we announced the largest offshore wind development project in the country to provide more renewable energy to our customers in Virginia. The Coastal Virginia Offshore Wind Commercial project will add more than 2,600 megawatts of

<sup>7</sup>All values are at Dominion Energy percentages, and include projects under exclusivity/diligence, development, construction, and operation. Figures exclude projects that have power-purchase agreements with Virginia Electric and Power Company or Dominion Energy South Carolina as offtake (that is, not owned by Dominion Energy).

## Protecting The Environment

### Cleaner Air / Carbon Reduction

wind energy by 2026. We are investing in the grid to allow for reliable growth of renewables and in energy-efficiency programs.

In the next few years we plan to continue investing in renewable energy as we continue our transition to lower-carbon generation. Through 2019, Dominion Energy Virginia reached 50 percent of its goal of having 3,000 megawatts of new solar and wind generation in operation or development between 2018 and 2022, and as of August 1, 2020, had exceeded that goal. We anticipate adding more renewable energy on top of that, pursuant to the Virginia Clean Economy Act and our own net zero objectives. Over the next 15 years we plan to make significant investments in emissions reduction technologies including zero-carbon generation and energy storage, gas distribution line replacement, and renewable natural gas. In addition, between 2018 and 2025 we expect to retire more than four gigawatts of coal- and oil-fired electric generation.



## Transparency and Disclosure

As part of our broader commitment to transparency, we increased our disclosures around carbon and methane emissions.

In 2019, we participated in climate and water surveys issued by the CDP (formerly the Carbon Disclosure Project). The CDP surveys describe how climate change risks and opportunities are identified, assessed, and managed by Dominion Energy. Our results speak for themselves:

Dominion Energy received an A- Leadership score on the 2019 climate CDP, which places the company in a category of leaders from around the world that manage carbon emissions and address climate-related issues across their sector. Dominion Energy's climate CDP score is higher than the global and North America regional averages of C, as well as higher than the thermal power generation sector average of B. Dominion Energy is in the top 12 percent when compared to its peers in the United States. (For results on the CDP water survey, see the "[Clean Water](#)" section of this report.)

Company initiatives to reduce our carbon footprint and reduce water withdrawals elevated Dominion Energy as a leader. The company participated in the climate and water CDP surveys again in 2020.

We most recently disclosed our methane emissions in our December 2019 Methane Emissions Reduction Report. The 2019 report provides an updated overview of the company's methane emissions reduction initiatives, including emissions reported for 2018 based on more stringent reporting standards the company adopted voluntarily to go above and beyond the requirements of the U.S. Environmental Protection Agency (EPA). Because Dominion Energy is the largest utility to report both carbon and methane emissions, and our net zero target addresses both types of emissions, in 2020 we have combined the methane report with this Sustainability and Corporate Responsibility Report to increase transparency and ease of access to information.

Protecting The Environment

# Cleaner Air / Methane Emissions Reduction

WHAT YOU SHOULD KNOW

Dominion Energy has made significant progress in reducing methane emissions from natural gas infrastructure. Since 2010, we have cut emissions 25 percent. Replacing infrastructure, improving systems, and pursuing a wide range of voluntary initiatives has cut methane emissions sharply.

## Overview

Methane is the primary component of natural gas, which is used to heat half of all American homes, generate over one-third of the nation’s electricity, and power manufacturing and other industries. Natural gas is transported to power plants, homes, and businesses across the U.S. through a 2.5-million-mile national underground pipeline system. As natural gas travels through each stage in the supply chain — from production, gathering, processing, and storage to transmission and distribution to end users — small amounts of methane may be released from the system and into the atmosphere.

Dominion Energy reports methane emissions from its natural gas operations in two ways. The first method for monitoring and reporting is an emission rate, which measures methane emissions as a percentage of the total amount of gas that travels through the gas delivery chain. The second is a volume-based inventory, measured in metric tons.

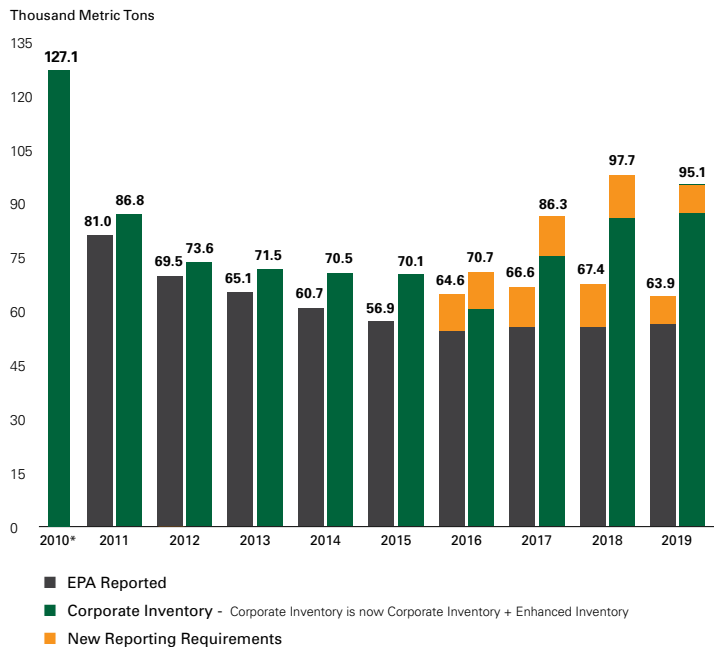
In 2016, the EPA adopted new requirements under the Greenhouse Gas Reporting Program (GHGRP) rule requiring companies to report methane emissions from previously unreported sources. In addition, Dominion Energy has voluntarily adopted its own corporate inventory for tracking and disclosing emissions, accounting for sources and using additional equipment not required to be reported under the GHGRP rule. We continue to push for even greater transparency and accountability by integrating new, more representative methods and more comprehensive methane-source inventories.

This exacting approach helps us better understand where our methane emissions occur, so that we can better aim our efforts at achieving meaningful reductions. In 2019, we announced a historic undertaking to reduce methane emissions from our natural gas infrastructure by 50 percent by 2030.



Our renewable natural gas project in Milford, Utah, went into operation in 2020. It will produce enough clean energy each year to heat nearly 3,000 homes.

### Dominion Energy Methane: EPA Reported vs. Corporate Inventory 2010-2019



\* EPA reporting standards did not require reporting until 2011

**Protecting The Environment**

**Cleaner Air / Methane Emissions Reduction**

In 2020 the company further committed to a net zero framework. Under this framework, Dominion Energy will decrease methane emissions by 65 percent by 2030 and 80 percent by 2040, from 2010 levels. Further, the company has committed to invest in carbon-beneficial renewable natural gas (RNG) projects that will capture an amount of methane from U.S. farms equivalent to any remaining methane and carbon dioxide emissions from the company’s natural gas operations, making Dominion Energy’s gas infrastructure business net zero 10 years before the overall company.

The company will achieve these methane emissions reduction targets in four primary ways:

1. Reducing or eliminating gas venting during planned maintenance and inspections;
2. Replacing targeted infrastructure and equipment with new, lower-emission equipment;
3. Expanding leak detection and repair programs; and
4. Innovation and technical excellence

**Venting**

Gas venting during planned maintenance and inspection is one of the largest sources of methane emissions from Dominion Energy’s natural gas system. To reduce operational venting, the company is now using pressure-reduction protocols and innovative equipment to limit, capture, recycle, and reuse methane emissions where feasible.

One innovative example is the company’s use of Zero Emissions Vacuum and Compression (ZEVAC®) technology to capture natural gas before maintenance or inspection so it can be recycled. After piloting the technology on a limited scale, Dominion Energy recently purchased 20 ZEVAC® units for widespread use across our distribution and transmission pipeline systems. In 2019 the company implemented the use of ZEVAC equipment to reduce venting during operations in Ohio.

In 2019, Dominion Energy Questar Pipeline achieved 86 percent gas savings compared to 28 percent savings the previous year for all planned pipeline maintenance. One reason for the significant savings in 2019 was a pipeline abandonment project in which we used portable compression to deliver the gas in the system to a customer rather than venting it into the atmosphere. Dominion Energy



Questar Pipeline also installed flares as a method to achieve additional savings in 2019.

Dominion Energy Wexpro is reducing methane emissions through reduced venting and flaring, and green completions. Green Completion technology is used to mitigate the loss of methane and other hydrocarbons during an initial completion of a well or well refurbishment operations. This specialized equipment separates the gas from liquids, which allows the gases to be flared and then collected rather than vented to the atmosphere. Second, Dominion Energy Wexpro optimized more than 1,100 burners in process equipment and tanks in the Wexpro-operated system to ensure heater demand matches current production, which results in lower fuel use and complete combustion (thereby reducing methane emissions). In addition, in 2019 Wexpro self-certified gas from more than 250 wells, utilizing an extensive scoring system, as responsibly produced. A third-party, independent company then audited this process by reviewing 25 of these wells at random. The audit evaluated conformance with regulatory criteria in environmental, safety, downhole, and operations, as well as criteria beyond regulatory requirements. Overall, the audit results showed Dominion Energy Wexpro’s operational management systems and dedication to regulatory compliance to be outstanding, with few minor findings of non-conformance or opportunities for improvement. In addition, performance compared to criteria beyond regulatory requirements was also very strong.

Protecting The Environment

Cleaner Air / Methane Emissions Reduction

## New Infrastructure and Equipment

Replacing infrastructure and equipment across the natural gas delivery system also cuts methane emissions. The company is replacing equipment such as bare-steel and cast-iron pipe, valves and fittings with new, lower-emissions equipment.

In Utah, all cast-iron pipe was replaced in the 1980s, and all bare-steel pipe was replaced in the 1990s. In North Carolina, hundreds of miles of bare-steel pipe was replaced in the 1980s, with the final five miles of bare-steel pipe and all cast-iron pipe replaced in the 2000s. In South Carolina, all cast-iron pipe and bare-steel pipe was replaced in the 1980s. In 2019, Dominion Energy Ohio and Dominion Energy West Virginia replaced over 195 miles of bare-steel and cast-iron pipes.

Dominion Energy West Virginia received approval to double its pipeline replacement program in the state over the next 25 years, reducing methane while replacing more than 1,000 miles of pipeline.

See the "[Natural Gas Reliability](#)" section of this report for more information on infrastructure replacement projects.

## Leak Detection and Repair (LDAR)

Other, more minor methane emissions from pipe or equipment leaks can be hard to detect. Over the past decade, Dominion Energy implemented an extensive, voluntary LDAR program to identify such minor emission sources, including through the use of infrared cameras. The company has dramatically expanded its LDAR program to reach every part of its system, including:

- Compressor stations in gathering, transmission, and storage operations;
- Storage and production wellheads;
- Metering and regulating stations; and
- Distribution outdoor customer meters.

The export facility at our Cove Point LNG facility in Calvert County, Md., has completed two full years of implementation



of an LDAR program involving portable gas analyzers and optical gas imaging (OGI) cameras. We also continue to monitor the import portion of the LNG facility routinely using OGI technology. Repairs to leaking components are made in accordance with strict repair timelines to reduce fugitive emissions.

**Protecting The Environment**

**Cleaner Air / Methane Emissions Reduction**

## RNG Partnerships

In late 2018, Dominion Energy joined forces with Smithfield Foods to form the largest agriculture-based RNG partnership in the U.S. Originally announced as a \$250 million joint venture, Align RNG will capture waste methane from Smithfield’s hog farms and convert it into clean, renewable energy to heat homes, power local businesses, and fuel transportation fleets. In October 2019, Dominion Energy and Smithfield Foods announced that the companies would double their investment in the partnership, committing \$500 million over 10 years to expand hog-based RNG projects across the country.

Building on the success and experience of its joint venture with Smithfield, in December 2019, Dominion Energy partnered with Vanguard Renewables to form the first nationwide, dairy-based RNG venture in the U.S. In partnership with Vanguard and the Dairy Farmers of America, Dominion Energy committed \$200 million over five years to capture waste methane from U.S. dairy farms and convert it into clean energy.

Once completed over the next 10 years, Dominion Energy’s renewable natural gas ventures with Smithfield Foods and Vanguard Renewables anticipate reducing U.S. agricultural methane emissions by more than 123,000 metric tons each year, the equivalent of taking more than 650,000 non-electric cars off the road or planting 50 million trees.

In addition to these industry-leading agricultural methane-capture initiatives, Dominion Energy is also working with landfill operators and food-waste facilities across the country to bring more RNG onto its own system and provide its utility customers with more sustainable choices. The company aims to meet 4 percent of its gas distribution customers’ needs with RNG by 2040.

These efforts will help reduce the greenhouse gas emissions from the agriculture sector (which currently accounts for roughly 10 percent of all U.S. climate-changing emissions) and other parts of the economy.

See the "[Beyond Net Zero](#)" section of this report for more information on RNG projects.



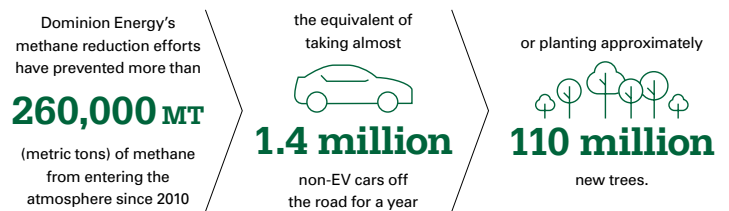
Photo courtesy of Vanguard.

## Progress to Date

Over the past decade, we have prevented approximately 260,000 metric tons of methane from entering the atmosphere, which is equivalent to taking more than 1.4 million non-EV cars off the road for one year or planting nearly 110 million trees.

Our company has reduced methane emissions from our gas infrastructure by 25 percent since 2010, and we are on track to achieve our interim targets of a 65 percent and 80 percent methane emissions reductions by 2030 and 2040, respectively, and net zero methane emissions by 2050.

### Dominion Energy's Methane Reductions Since 2010



Protecting The Environment

Cleaner Air / Methane Emissions Reduction

## Methane and Other Emissions Disclosures

Dominion Energy reports emissions of carbon and methane from its natural gas and electric generation facilities to the EPA under the EPA’s Greenhouse Gas Reporting Program rule. Because the rule sets boundaries for reporting, Dominion Energy is not required to report methane emissions from a number of the company’s smaller compressor stations and other sources. However, in the interest of transparency, and to hold the company to a higher standard of accountability, we voluntarily include emissions estimates from these smaller methane sources in our Corporate Methane Inventory. See the [Methane Emissions Reduction Appendix](#) for more details.



Since 2019 we have worked with the Natural Gas Sustainability Initiative (NGSI), which seeks to establish a clear and consistent approach to using methane emissions and natural gas throughput to calculate methane emissions intensity. Through these initiatives, Dominion Energy is advocating for the industry-wide methodology to include the more stringent enhanced inventory.

## Voluntary Initiatives

Dominion Energy is at the forefront of the natural gas industry’s efforts to curb methane emissions. The company has been a founding member or leading participant in several landmark methane-emissions reduction initiatives, including the EPA’s Natural Gas STAR (NgSTAR) Program, the EPA’s Methane Challenge Program, and the ONE Future Coalition.

As of 2019, the following Dominion Energy natural gas businesses have joined as members of EPA’s NgSTAR Program and Methane Challenge Program: Dominion Energy Transmission, Inc., Dominion Energy Ohio, Dominion Energy West Virginia, Dominion Energy Carolina Gas Transmission, LLC, Dominion Energy Questar Pipeline, LLC, Dominion Energy Utah, Wyoming, Idaho, and Dominion Energy Wexpro.

In partnership with the Electric Power Research Institute and Gas Technology Institute, we are sponsoring the Low-Carbon Resource Initiative — a five-year, \$100-million collaborative effort to decarbonize the economy, with a special emphasis on the use of green hydrogen as a low-carbon fuel that can be injected into the existing natural gas system for use in transportation, industrial processes, and more.

As a member of the ONE Future Coalition, we are working with our peers to develop and improve the methane emissions rate and reporting standard across the natural gas value chain to ensure clarity and consistent performance. Dominion Energy participated in the November 2019 Progress Report, which reported that ONE Future members achieved a 2018 methane emissions rate of 0.326 percent. Dominion Energy will participate in the upcoming 2020 Progress Report, which will report out on ONE Future members’ 2019 methane emissions rate.

Additional disclosure efforts include our work with the Edison Electric Institute and the American Gas Association to provide investors with a common set of information to assist with the review of our Environmental, Social and Governance (ESG) metrics. We posted this metric template for 2019 and went a step further by being one of the few companies to post metrics for our gas transmission and storage businesses.





Protecting The Environment

Cleaner Air / Other Air Emissions

# Cleaner Air / Other Air Emissions

WHAT YOU SHOULD KNOW

**By changing our generation mix and employing best practices, we have cut several types of emissions by as much as 99 percent.**

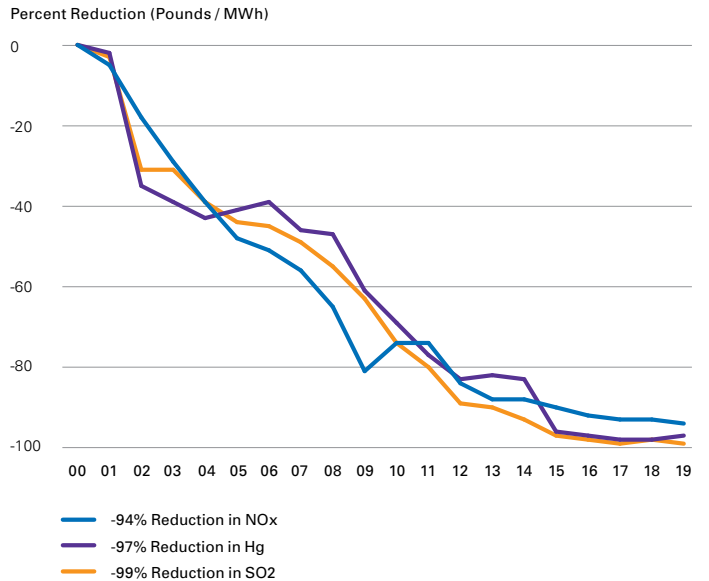
In addition to carbon and methane, other anthropogenic greenhouse gases include nitrous oxides and fluorinated gases, including sulfur hexafluoride.

Sulfur hexafluoride (SF<sub>6</sub>) is a potent greenhouse gas that is used as an electric insulator in high-voltage equipment along the power grid. The company implemented best management practices to minimize SF<sub>6</sub> emissions from its electric transmission and distribution system, including the inspection of switch gear for gas pressure (which indicates leakage), replacing or conducting maintenance on leaking equipment, using SF<sub>6</sub> charging and reclamation equipment, removing SF<sub>6</sub> before breakers are sold or scrapped, testing and reusing (i.e., recycling) SF<sub>6</sub>, deploying laser leak-detection equipment, and following extensive written procedures and conducting training for the handling of SF<sub>6</sub>. We continue to reduce our SF<sub>6</sub> equipment leak rate and emissions.

From 2000 to 2019, we reduced the emissions rates of nitrogen oxide, sulfur dioxide and mercury from our power generation fleet by 94 percent, 99 percent, and 97 percent respectively.



**Dominion Energy Generation Annual Reduction in Emissions by Percent**



## Greening Our Fleet

More than one in three vehicles in our 9,000-plus-vehicle on-road fleet is powered by alternative fuels. Our green fleet includes electric, natural gas, and biodiesel vehicles that are helping us to lower carbon emissions, improve conditions in the field, and reduce worksite noise levels.

Electric vehicles are gaining popularity across the country, including Dominion Energy’s Virginia and North Carolina service areas.

In 2019, we deployed our first 100-percent electric shuttle in Richmond, Va. This zero-emissions vehicle is the first of its kind in the area and provides a green transportation option for our employees in downtown Richmond. We continue to add electric vehicles to our catalogue and evaluate each new model that comes to market. Our goal is to convert 25 percent of the Dominion Energy Virginia light-duty fleet to battery-electric or plug-in electric vehicles by 2025.

In 2019, we took a variety of steps to help our employees make the shift to EVs. We started a pilot program to provide incentives for our employees to buy electric vehicles and install home charging stations.

We intend to have workplace vehicle-charging stations at every one of our Virginia and North Carolina offices by 2021.

EV education, incentives on new and used vehicles, workplace charging options, and discounts on home charging stations are all examples of Dominion Energy’s commitment to electric transportation and efforts to support employee interest in electric vehicles.



Protecting The Environment

## Clean Water

By adopting the latest technology and applying our own creativity, we are using less water and continuing to find ways to reuse this resource. As we generate and deliver energy to our customers, we try to avoid impacts to waterways. Where we cannot, we put measures in place to minimize impacts and protect waterways.

### WHAT YOU SHOULD KNOW

We look for ways to minimize our water use.

Whenever we can, we return the water we use to its source.

We are finding innovative ways to conserve water even more.



## Water CDP Score

Dominion Energy was recognized for its sustainable management of water resources, based on the data submitted by the company through CDP's 2019 water-security questionnaire. As the recipient of an A rating for the water-security CDP, Dominion Energy is one of a small number of high-performing companies out of thousands that were scored. Dominion Energy is one of 14 U.S.-based companies that received an A.

## Producing Power with Less Water

Water is a key part of energy production. Our strategy is to use less water as we transform our fleet and provide natural gas to our customers, and to protect waterways near our operations.

With new technology and the expansion of our renewable energy fleet, we are eliminating the need to use water in many cases and finding new ways to conserve the water we use.

“Congratulations to Dominion Energy for earning a spot on this year’s water ‘A’ list – they are a model for true environmental leadership. Water security is an undeniable business risk if unaddressed. “A” list companies know sustainability presents an exciting race to the top, an opportunity to innovate and rethink business as usual, proving that environmental responsibility simply makes good business sense.”

**Bruno Sarda,**  
President Of CDP North America

## Clean Water / Reducing Use

### WHAT YOU SHOULD KNOW

**In our path toward achieving water security, we are committed to reducing water use by using low-water technologies at our power generation operations.**

Our most recently constructed natural gas facilities (Warren County Power Station, Brunswick County Power Station and Greensville County Power Station), one coal facility (the Virginia City Hybrid Energy Center), and one older natural gas unit (Gordonsville) all use air-cooled condensers. Air-cooled condensers use significantly less water than once-through cooling systems and traditional wet cooling towers. The heat dissipates directly into the air instead of heating or evaporating water withdrawn from a natural source.



Brunswick County Power Station.

## Power Stations

### Warren County Power Station

Our Warren County Power Station estimates it will save 2.6 million gallons of water a year, as well as \$60,000 annually on water purchases and disposal fees, thanks to a 2018 water conservation project. Historically, steam-blowdown sump pumps had cooling water running continuously. This cooling water is provided by a local municipality. With a few upgrades to the equipment design, water is now used only when the pumps are operating.

In 2019, the station identified a different style of pump that does not require cooling water. It is currently using one of these pumps in place of one of the two steam-blowdown sump pumps. Based on the results of this testing, the station hopes to be able to eventually eliminate all cooling water needs for the steam blowdown sump pumps. With one new-style pump, the station currently is saving an additional 1.4 million gallons of water.



Warren County Power Station.

### Possum Point Power Station

Our Possum Point Power Station installed a closed-loop, refrigerant-based system to reduce cooling-water use. The new system pumps propylene glycol through the sample coolers and then through a refrigeration unit, rather than using filtered water from the Potomac River. This system enhancement resulted in permanent reduction in water use of nearly 5 million gallons per year.

### Hopewell Power Station

In 2018, a creative group of employees at Hopewell Power Station designed and implemented a water reuse project to recycle cooling water. In 2019 the new recycling system saved nearly 33 million gallons of water and saved more than \$69,000 in water purchases.

Protecting The Environment

## Clean Water / Water Protection

### Progress to Date

We set a target to achieve a 50 percent reduction (from 2000 levels) in freshwater withdrawn per megawatt-hour (MWh) to generate electricity by 2030. Since 2000, we reduced the amount of freshwater withdrawn for each MWh generated by 48 percent.

We're proud to support environmental grants to protect water and habitat. In 2019, we contributed \$75,000 in environmental grants for StreamSweepers and The Nature Conservancy to support cleanup and restoration efforts in Southwest Virginia's Clinch River, one of the most biodiverse river systems in North America.

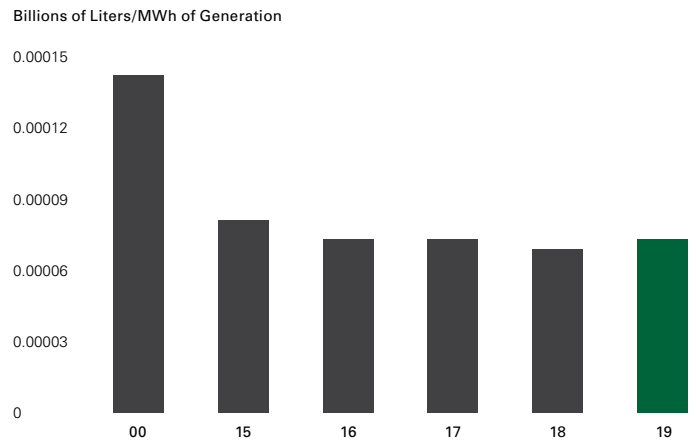
We collaborated with the ACE Basin Task Force to relocate a transmission line to preserve the Edisto Island National Scenic Byway in South Carolina. The Ashepoo, Combahee and Edisto Rivers, known as the ACE Basin, together form one of the largest undeveloped wetlands ecosystems remaining on the Atlantic Coast. The project culminated with Dominion Energy donating \$50,000 to Ducks Unlimited South Carolina in honor of the ACE Basin community who endeavored to collaborate on this worthwhile project to balance the precious natural resources of this special watershed in harmony with the hardening of electrical infrastructure.

Dominion Energy and Western Reserve Land Conservancy launched the Watershed Mini Grants program in 2015 to serve organizations working to protect and improve land around rivers, lakes and streams in Ohio. More than \$142,000 has been awarded to 37 different watershed groups since the program's inception. In 2019, 13 grant recipients across eight counties received \$35,000 in grant funding for water-quality enhancement and restoration projects, as well as educational outreach projects.

Not only is Dominion Energy using less water at our facilities, we are taking measures to protect water in the design and construction of our projects.



**Dominion Energy Freshwater Withdrawn to Produce Power 2000 and 2015–2019**



## LNG Facility

### Cove Point

We use groundwater for facility processes and human consumption at our Cove Point liquefied natural gas terminal in Maryland. The facility's zero-discharge design is the first of its kind for an LNG facility. Process water is recycled and reused, not released to the environment.

Further, Cove Point was designed to protect water. Eleven manmade wetlands within the 131 acres in which we operate were designed to hold water and allow plants to absorb nutrients out of the water.

## Produced Water Treatment Skid

### Canyon Creek

In 2018, Dominion Energy installed a Produced Water Treatment Skid at the Canyon Creek Produced Water Evaporation Facility. However, changing water quality of the evaporation ponds prevented the skid from being placed into service after the installation. Dominion Energy has been working with the skid vendor to find a solution and anticipates the treatment system will be operational in late 2020. This system will allow an estimated 15 million gallons of produced water — water that is brought to the surface during the production of natural gas — to be reused over the next five years at Canyon Creek and other operations in Wyoming.



Protecting The Environment

## Sustainable Operations

We apply the principles of sustainability across the board — including in our places of work. This ensures our employees experience and cultivate a sustainable mindset throughout their workday — even when doing something as simple as pouring a cup of coffee.

### WHAT YOU SHOULD KNOW

**Dominion Energy is committed to minimizing the environmental impact of our buildings and promoting sustainability in our offices.**

**Our Workplace Sustainability Advocates represent employees across the company, in all types of positions, who are passionate about improving sustainability in the workplace.**



New recycling and composting stations are helping us minimize landfill use.

## Management Approach

The Workplace Sustainability Team is an intentionally grassroots-style collaboration among employees across the company who are passionate about sustainable ideas, providing a network and structure to bring those concepts to reality.

Workplace Sustainability provides a medium to communicate and build excitement around company initiatives, highlight investments and process improvements that make a difference in the buildings employees occupy every day, and share ideas for innovative new products and processes. A mix of programs fall within the Workplace Sustainability group, ranging from top-down company-level commitments to grassroots ideas directly from individual employees. Workplace Sustainability Team members become cultural advocates to their colleagues and communities.

## Our Workplace

### Waste Reduction Programs

- Recycling programs for typical office waste — paper, cardboard, plastic, and aluminum — are present at nearly all our corporate offices. In addition, we’re moving toward centralized waste collection to encourage better sorting and further reduce waste sent to landfills.
- Centralized waste also encourages employee wellness, results in fewer plastic bags used as liners and reduces custodial labor.
- Our Corporate Composting program, launched in 2018, expanded to five locations in 2019, diverting more than 34 tons of food waste from landfills (equivalent to 30 tons of avoided carbon dioxide emissions).
- In 2019 we launched new rechargeable battery programs for office batteries, and expanded battery recycling as we phase out disposables at nearly all of our corporate offices.
- We’ve implemented sustainable coffee solutions for corporate offices, including zero-waste coffee machines and recycling programs for common coffee pods and packets.
- We held seven “Zero Waste” meetings across the company in 2019, including our Innovation Expo and our “Careers in Energy” Diversity Student Conference.



The Workplace Sustainability Team at our 600 Canal Place building greets new employees to talk about sustainable building programs, such as composting and battery recharging.

“Dominion Energy updated their Jackson street campus along the Ottawa river, which involved considerable earth disturbance during construction. Their attractive landscape design, use of green space to manage stormwater runoff and impressive efforts during construction to control erosion and sediment have earned them a 2019 Stormwater Superstar Distinction.”

City Of Lima And Allen (Ohio)  
Soil and Water Conservation District



**Protecting The Environment**

**Sustainable Operations**

**HIGHLIGHT**

**600 Canal Place**

600 Canal Place is Dominion Energy’s proud addition to the Richmond, Va. skyline. With a curved form inspired by the shape of a sail, the new office tower was designed to LEED Gold standards and provides an optimized work environment and enhanced amenities for employees.

More than half the demolition materials from the structure that previously occupied the location of 600 Canal Place were recycled. In addition, it boasts other sustainable-design features such as:



**Energy Efficiency**

- High-efficiency glass, framing, and insulation to reduce the amount of energy required for heating and cooling.
- LED lighting that automatically adjusts to occupancy and daylight.



**Waste Reduction**

- Centralized waste receptacles with recycling and composting options.

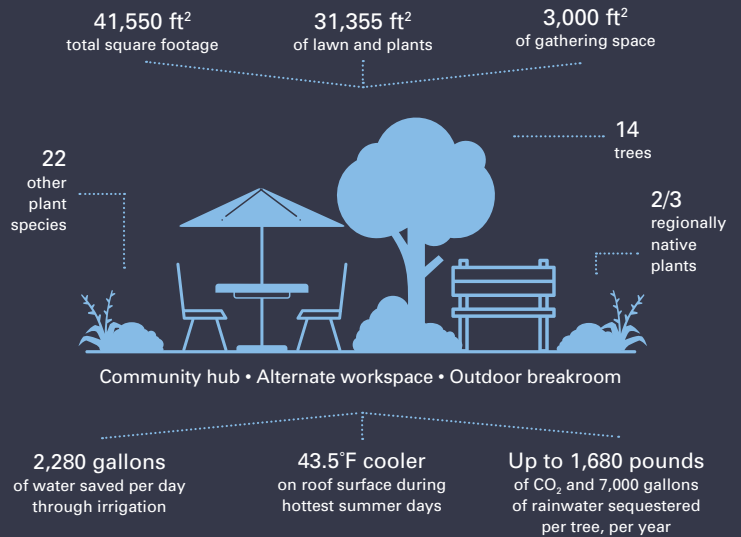


**Rooftop Garden Benefits**

- A one-acre green rooftop garden and terrace featuring walkways and seating areas surrounded by many plants native to Virginia.



**The Green Rooftop Garden**



**Building Construction & Management**

- We strive for Leadership in Energy & Environmental Design (LEED) Silver-level certification in new office construction, not only to encourage environmental stewardship, but also to provide an optimized work environment for employees. LEED building practices support healthier, more productive workplaces, reduce stress on the environment by encouraging energy and resource-efficient buildings, and produce savings from increased building value and decreased utility costs.

- In 2019, construction was finished on our new downtown Richmond, Va., office tower, 600 Canal Place, which received its LEED Gold certification in early 2020 (See highlight above).
- Our new Jackson Street office in Lima, Ohio, also received its LEED Silver certification in 2019, and was recognized as a 2019 “Stormwater Superstar” by the City of Lima and Allen Soil and Water Conservation District.

## Protecting The Environment

### Sustainable Operations

- In renovations, and building operation, we employ LEED best practices, including low-flow water fixtures, water-efficient landscaping, and LED lighting. We are also evaluating adding rooftop solar projects to our offices.
- Many of our office buildings make use of Building Automation Systems (BAS), a network of computerized control panels that are programmed to control the heating, ventilation, and air conditioning (HVAC) systems. A BAS can also control the lighting system and monitor other electric systems, like emergency generators, battery backup systems, and building power. These systems help us operate our offices more efficiently, saving water and energy.
- Recognizing that Project Drawdown (a collaborative, nonprofit effort to help identify climate solutions) ranked Refrigerant Management as one of the top approaches to draw down greenhouse gases and reverse climate change, we maintain a robust system to track and manage our office’s refrigerant systems. In addition to ensuring none of our systems use chloroflourocarbons (CFCs), which are damaging both to the stratospheric ozone layer and extremely potent as a greenhouse gas, we are replacing our R-22 systems with R-410A systems.
- We readily adopt new property management innovations, like autonomous electric mowers. In 2019, we deployed mowers in Columbia and Charleston, S.C., and another in Glen Allen, Va. In addition to avoiding the emissions of traditional gas-powered mowing equipment, these mowers should save us \$5,000 per year in landscaping expense.



- Our Workplace Sustainability Team members have also organized volunteer events in their communities, including a “Project Plant It!” tree planting at Case Elementary School in Cleveland, Ohio, and a volunteer day with Tricycle Urban Agriculture in Richmond, Va.

### Community Engagement

- Our Corporate Composting program not only reduces waste and greenhouse gases, it also produces quality compost. In our partnership with Natural Organics Process Enterprises (NOPE) in Richmond, Va., we earn a 40-pound “credit” of compost for every ton of food waste collected — earning 680 lbs. of compost in 2019. We donate these credits to community gardens or use them at volunteer events.
- Our “Declutter For Good” campaign is an initiative to give office supplies and furniture a second life. In advance of moves or renovations, or anytime throughout the year, employees are encouraged to clean up their workspaces and identify materials that are no longer needed. Supplies such as binders, folders, notebooks, and furniture are donated to schools, community centers, and similar organizations and institutions.

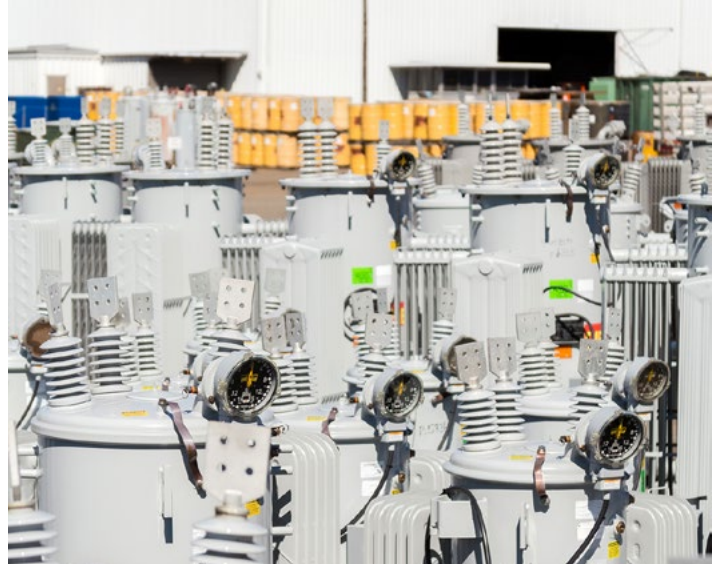
## Sustainable Operations / Supply Chain Sustainability

### WHAT YOU SHOULD KNOW

Dominion Energy's supply chain is an integral component of our overall commitment to sustainability.

### Management Approach

We recognize the value of enhancing environmental and social sustainability in procurement. Insisting that our suppliers demonstrate safe, responsible, and innovative practices reinforces a focus on sustainability throughout the economy. Our efforts are focused on increasing partnership and engagement with suppliers, industry peers, and employees to improve environmental and social sustainability performance, to implement best practices, and to minimize reportable environmental events.



### Electric Utility Industry Sustainable Supply Chain Alliance

Since 2018 Dominion Energy has been a member of EUISSCA, which serves as a forum to benchmark and engage with 20 industry peers along with over 70 supplier affiliate members on environmental and social sustainability concerns.

- In 2019 we relied on this peer collaboration and benchmarking to improve supply chain sustainability practices. Each utility member must complete an annual maturity assessment on corporate and supply chain sustainability practices. Based on this assessment, we have developed an internal sustainability framework to ensure continuous performance improvement.
- Examples of recent improvements include updating the Supplier Code of Ethics and Business conduct to expand our social and environmental sustainability expectations and developing standard environmental questions to include in the procurement process.
- Over 30 key suppliers were surveyed to assess and understand their supply chain environmental sustainability practices, social impacts, and environmental impacts. Seventy-eight percent of participants achieved positive environmental impact scores and 90 percent of participants achieved positive

social impact scores. We will follow up with select participants to discuss capabilities and performance improvement opportunities.

## Performance Highlights

- At our central warehouse in Virginia, we avoided \$10 million in new purchases by repairing and reusing transformers, regulators, tools, and other equipment.
- We established a Pallet Return Program at North Anna and Surry Power Stations leading to the reuse of 160 pallets, the prevention of 6,400 pounds of waste, and the reduction of 113 miles per week by leveraging existing routes.
- We are engaged in a comprehensive Transformer and Transformer Oil Recycling Program where more than 99 percent of the materials with one supplier are recycled or made available for reuse, including over 12.1 million pounds of metal in 2019 and 132,000 gallons of transformer oil.
- In partnership with a woman-owned full-service recycler, we've recycled more than 41 million pounds of ferrous, aluminum, copper, lead, and wood materials over the past three years.
- Our shredded paper, which is destroyed and recycled to purified pulp, resulted in saving 3,254 trees, 1.3 million gallons of water, 72,000 gallons of oil, 760,000 kilowatts of energy, and 571 cubic yards of landfill space.
- We partnered with a service provider in Utah to deliver laundered shop towels for fleet garages and have avoided disposing of 1,050 shop towels per week.
- We minimized battery waste and excess costs through capacitor shelf life and battery exchange programs.
- We partnered with a service provider to pilot a Print Smart program to reduce environmental impacts from printing.
- An in-house Share Smart application was developed to promote sharing and reuse of unused office supplies.

Our view of social sustainability includes our efforts to promote [diversity within our supply chain](#).



Protecting The Environment

## Sustainable Operations / Reducing Waste

Careful stewardship of resources benefits the environment and helps ensure there is more to go around for everyone. Dominion Energy is finding ways to reuse everything from coal ash to food scraps, applying a zero-landfill approach where we can and applying best practices to waste disposal that cannot be avoided.

### WHAT YOU SHOULD KNOW

We try to create as little waste as possible.

We strive to reuse as much waste material as we can.

When we cannot reuse waste, we dispose of it responsibly.



## Management Approach

An important part of sustainability is the reduction of waste and an increase in reuse and recycling. Our strategy is to avoid creating waste whenever possible, and to reuse as much waste material as possible when it cannot be avoided. When we must dispose of waste, we do so responsibly. We monitor and inspect how we and our contractors manage waste at any of our facilities and locations, including audits of final disposal and recycling sites.



## Reuse and Recycling

### At Company Locations

We reduce the waste-to-landfill impact of Dominion Energy's office facilities through recycling programs and by engaging employees in the process.

We continue our zero-landfill policy for IT by responsibly recycling technology equipment that we no longer use. In 2019, we reused or recycled approximately 46 tons of IT equipment instead of sending it to a landfill. We began working with Ingram Micro IT Asset Disposal, an eSteward-certified vendor, to ensure all disposed IT materials will be recycled or re-used with a zero-landfill outcome. The

**Protecting The Environment**

**Sustainable Operations / Reducing Waste**

e-Steward certification advances best-management practices and offers an audited process to ensure environmental, worker health and security practices of vendors that process used electronics.

**Biomass Energy**

Several of our power stations produce electricity from recycled biomass fuels. In Virginia, biomass fuel comes from waste wood — specifically, the treetops and branches left behind in the forests as part of the logging process.

For example, the Virginia City Hybrid Energy Center uses a combination of biomass and waste coal, which makes up nearly 20 percent of its fuel source (approximately 537,000 tons per year). At our Altavista, Hopewell and Southampton Power Stations, biomass accounts for more than 99 percent of the facilities’ fuel source.



**Coal Ash Recycling**

In 2019 Dominion Energy recycled 39 percent of our coal-combustion byproducts (CCBs). CCBs can be used in drywall, concrete, roofing materials and bricks.

To learn more about how we repurpose coal ash, [click here](#).

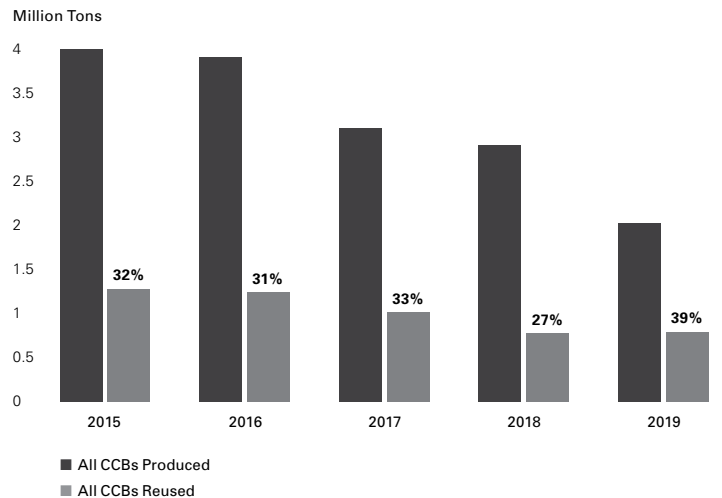
**Coal Ash Cleanup**

As we use more efficient natural gas and nuclear power, as well as renewable energy, less electricity comes from coal. As of the end of 2019, only 12 percent of our electricity comes from coal. In the meantime, we're permanently closing ponds that store coal ash.

We are committed to closing our ash ponds safely and to continue our ongoing responsibility to monitor the sites. Dominion Energy will close its coal ash ponds by removal at the Chesapeake Energy Center and the Bremo, Chesterfield and Possum Point Power Stations in accordance with the requirements of bipartisan legislation passed during the 2019 Virginia General Assembly and signed into law by Gov. Ralph Northam.

The remainder of Dominion Energy’s coal ash ponds will be closed in accordance with the federal coal combustion

**Dominion Energy Coal Combustion Byproducts (CCBs) Produced and Reused 2015–2019**



The amount of CCB material recycled includes material from newly generated CCB, reuse of deposited material, and material from storage unit closures.

## Protecting The Environment

### Sustainable Operations / Reducing Waste

residuals (CCR) regulation and direction from the Virginia Department of Environmental Quality and the South Carolina Department of Health and Environmental Control.

The Virginia legislation prescribes a closure strategy whereby at least a quarter of the total cubic yardage of coal ash across the four stations (6.8 million cubic yards) must be recycled. Any coal ash that is not recycled must be deposited at an onsite or offsite lined landfill that meets certain federal standards.

Specific plans for each station are under development.

In South Carolina, Dominion Energy took preemptive measures to reclaim and remediate the coal ash pond at the Wateree Power Station. More than 2.5 million cubic yards of ash and soil was either moved to a landfill or recycled for beneficial reuse. In 2019, we finished the closure project 13 months ahead of schedule and received Clean Closure Certification from the South Carolina Department of Health and Environmental Control.



Protecting The Environment

## Habitat & Wildlife Protection

We work to avoid disturbing wildlife and natural habitats, and we have adopted a variety of measures to protect birds, fish, and other wildlife. We partner with local communities and organizations in these efforts to ensure we have the right expertise in the geographical area.



### WHAT YOU SHOULD KNOW

**We strive to protect wildlife and habitat around our operations.**

**We continue to implement new design standards that avoid impacts on wildlife.**

**We are creating habitat for birds, bees, and other pollinators.**



Our business involves producing reliable energy and transporting it to our customers, which has the potential to affect wildlife and habitat. Our strategy is to find ways to avoid impacts, and where we cannot we look for ways to minimize or mitigate them.

## Protecting Wildlife

We work to avoid disturbing wildlife and natural habitats, and we have adopted a variety of measures to protect birds, fish, and other wildlife. We partner with local communities and organizations in these efforts to ensure we have the right expertise in the geographical area.

In 2019 we implemented a new standard to protect raptors and other birds from collisions with structures, wires, and other system components. For newly installed electric transmission lines — including existing lines that are rebuilt — swan diverters and raptor clamps will be installed at all wetland crossings. Electric transmission lines are difficult to identify for birds in flight at these locations, so this new standard is intended to increase visibility and reduce deadly collisions with conductor and shield wire.



## Protecting The Environment

### Habitat & Wildlife Protection

In 2019, Dominion Energy developed an Avian Field Guide for anyone working in the field across the Power Delivery organization. This tool allows anyone with access to a tablet or mobile device to identify common birds in our service areas, access important diagrams and videos for retrofits and deterrent installation, and report incidents immediately. Accompanying this field guide is a mobile report form that can be completed from the tablet or mobile device and submitted directly to the Electric Transmission Reliability and Biology teams. The goal of these tools is to streamline and expedite the reporting process and improve information accuracy in incident reporting.

In early 2019, Dominion Energy responded to a request from the Avian Conservation Center, Center for Birds of Prey in South Carolina to rescue a bald eaglet that fell 80 feet from its nest. Wildlife experts said the eaglet should be returned to the nest, but neither the local fire department nor the local electric cooperative owned equipment that could reach that high. A team from Dominion Energy South Carolina mobilized their equipment and returned the bird safely to its nest and parents.

#### [\(Bald Eaglet Rescue Video\)](#)

We work to avoid disturbing wildlife and natural habitat where we can, and we try to mitigate our effects upon them where we cannot. We install netting to protect bats from flying into fans in air-cooled condensers at power stations. Currently, there are no effective bat deterrent systems or technologies available that can be used on air-cooled condensers due to their sheer size. Dominion Energy designed a Wildlife Exclusion System — the first of its kind in the world — to minimize bat mortality without affecting performance. Based on two years of monitoring, bat mortality at the Warren County Power Station was reduced by 98 percent. Building on this success, we installed the Wildlife Exclusion System at the Virginia City Hybrid Energy Center and the Brunswick County Power Station in 2019.

Dominion Energy constructed fish-passage structures at our Roanoke Rapids hydroelectric power station that allow American Eels to access their historic habitat. In 2009, Dominion Energy began operating eel ladders, or “eelways,” to capture, count, and transport American Eels upstream of the Roanoke Rapids Dam. These eels are transported above the dam to repopulate historic eel habitat and restore their ecological function. To date, more than 2 million eels have



passed upstream of the Roanoke Rapids Power Station, and more than 37,700 passed upstream in 2019. Dominion Energy has transported more than 1,615 eels above the Gaston hydroelectric station since 2018. New and improved passage facilities at Gaston Power Station have been designed with input from federal and state wildlife agencies and are scheduled to be constructed and operational in 2020. Simultaneously, Dominion Energy is researching options to provide safe, timely and effective downstream passage for outmigrating adult American Eels from Roanoke Rapids Lake.

In addition to these infrastructure projects, we conduct monitoring studies at facilities where we use water to make power. These studies provide information that is used to help prevent harm to water quality and fisheries resources, and to help optimize fishery-management strategies.

Habitat & Wildlife Protection

## Creating, Protecting and Restoring Habitats

We are proud to cultivate longstanding partnerships with local communities to protect and enhance habitats.

In August 2019, Dominion Energy volunteered with the Chesapeake Bay Foundation to install reef balls in Gloucester, Va., along the York River. These structures are concrete molds with holes for oysters to adhere to and will be used to minimize shoreline erosion and provide critical oyster habitat.

In partnership with the U.S. Fish and Wildlife Service, Dominion Energy is planning to convert 24 acres of land into pollinator habitat at the decommissioned Kewaunee Power Station in Wisconsin. In 2019, we completed a unique project at Kewaunee to transform its decommissioned lagoons into wildlife habitats. Rather than employ traditional methods, which would have involved filling the lagoons with dirt, we turned the ponds and wetlands into a bird and wildlife preserve.

This year biologists at our Millstone Power Station continued performing field work to contribute to a project under the EPA Regional Applied Research Effort (RARE) partnership program. The purpose of the project is to use high-resolution remotely sensed imagery to assess the health and abundance of seagrass in southern New England waters. The data collected will help develop and refine tools for extracting eelgrass distribution and biomass data and forecast primary production from satellite imagery. Natural-resource managers value this detailed information because it provides insight into the relative health of the seagrass meadows.

Our employees often find ways to help us build a more sustainable future and protect habitats. For example: Recognizing that abandoned tires can pose a threat to the environment, a team at our Darbytown Power Station in Virginia removed more than 1,500 tires that were illegally dumped nearby, thus restoring the natural areas adjacent to the station.

Another employee-driven effort occurred as part of our Strategic Underground Program. When distribution lines are placed underground, the utility poles that supported them are typically either transferred to another provider or removed entirely. But removing poles can be difficult and costly — especially if they are located in wetlands — and often require



specialized equipment. When two recent projects called for the removal of poles from wetlands, our project team came up with an innovative way to promote wildlife habitats while saving costs. Instead of removing the poles, the team suggested leaving the poles in place and offered to install waterfowl boxes. The property owner recognized this would reduce the impact on the wetlands and enhance the local waterfowl populations, and customers welcomed the boxes on their property.

Protecting The Environment

Habitat & Wildlife Protection

## Pollinator Programs

We manage our electric rights-of-way to increase habitat for birds, bees, butterflies, and other pollinators.

We've committed to 350 acres of additional pollinator habitat with native species to be established or under development by 2025. In 2018 and 2019, we planted approximately 51 acres of pollinator habitat at power stations and we are planning a 10-acre pilot project at the Chestnut Solar facility in North Carolina. While the cancellation of the Atlantic Coast Pipeline forced us to scale back our earlier commitment — 450 acres of the original 500-acre commitment were associated with the ACP — we continue to look for other opportunities to develop additional pollinator habitats on our properties and rights-of-way.

We seek to create and foster pollinator habitats throughout our operational footprint. Bath County Power Station implemented conservation practices to manage 99 acres for pollinators and wildlife. A planting of one acre of native plant species was completed to increase diversity. Controlling woody species and invasive species is accomplished by selective mowing in small sections. To protect ground-nesting birds, no mowing in these areas is conducted during the nesting season. Each year only one third of the entire area is mowed so that wildlife can utilize the remaining acreage for food and cover. In addition, we've planted pollinator plots at nine other power stations.

In West Virginia we constructed a potager garden at Marlinton Elementary School. Teachers used the greenhouse and garden planters to tie classroom learning to real-life scenarios: Students planted, tended and harvested produce that was then used to prepare meals in the school cafeteria. We are also working with the U.S. Forest Service to plan for a pollinator area within the garden.



## Serving Customers & Communities Overview

Providing clean, essential energy to millions of customers safely is a critical part of what we do. We also strive to serve the common good in other ways — by engaging with our stakeholders so we can better understand their perspectives, by strengthening the communities in which we work, and by supporting worthy causes through our charitable and volunteer programs.



### SAFETY



Every business unit has a comprehensive set of safety programs specific to its operations.

Safety is paramount among the company's core values.

**#1**

Best safety performance in Dominion Energy's history.

**50%**

reduction in injury rate in the past decade.

### ENGAGING COMMUNITIES AND COMMUNITY DEVELOPMENT

**\$757.3 Million**

spent with small, local, and diverse businesses in 2019.

**\$48.5 Million**

contributed to community causes in 2019, including a **\$2.5 million** gift to the International African American Museum in Charleston, S.C.

**131,000**

hours of volunteer time donated by company employees in 2019.

## Serving Customers & Communities

### Serving Customers & Communities Overview

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At Dominion Energy, we have always believed doing well and doing good are inseparable. Our company provides a livelihood for thousands of employees and their families; delivers vital products and services to millions of customers; and generates financial return for pension funds, endowments, and individuals.

Supporting all those stakeholders requires us to remain financially strong. But the common good extends well beyond finances, and we try to do right by people in multiple ways.

## Safety

That begins with safety — the first of our five core values. We insist on maintaining a safe workplace, and on keeping the public safe, too. We have developed rigorous protocols to minimize safety hazards, and we have substantially improved our safety performance. But we will not be satisfied until we reach our goal: zero accidents.



## Engaging Communities

We aim to support and listen to the communities we have the privilege of serving. So we constantly engage with those who live there, welcome their concerns, and learn from their perspectives.

## Community Development

We also strive to strengthen communities in other ways — through our Dominion Energy Charitable Foundation, signature educational and cultural programs, and a supplier-diversity initiative that seeks out diverse suppliers to provide the materials and expertise we need to do our business.

All of this flows from our belief that a company stays strong by strengthening others.

Serving Customers & Communities

# Safety

We put safety ahead of everything else, because nothing else can succeed without it. Our relentless focus on safety has produced gratifying improvements in performance, but we are aiming even higher — because even one accident is one too many.

WHAT YOU SHOULD KNOW

Safety is paramount among the company's core values.

In the past decade, we have cut our injury rate in half.

2019 was our best safety year ever.

Every business unit has a comprehensive set of safety programs specific to its operations.



## Safety / Workplace Safety

WHAT YOU SHOULD KNOW

Our most fundamental workplace goal is to send every employee home safe and sound, every day. That is the only acceptable standard of performance.

At Dominion Energy, our five core values lead off with safety, because we recognize that no other value can last long without it. We are zealous about maintaining the safety of our operations, our customers and our communities. Our chief and most fundamental workplace goal is to send every employee home safe and sound, every day. That is the only acceptable standard of performance.



Safety



Ethics



Excellence



Embrace Change



One Dominion Energy

## Management Approach

More than a decade ago, we recognized that our safety performance did not match our expectations. So we launched a vigorous effort to instill safety awareness at every level of our organization. That same intense focus continues today, beginning at the very top. Safety plays a prominent role at our Annual Meetings of Shareholders, for example, and our Summary Annual Reports also emphasize the topic. Company meetings start with a safety message, company executives share personal messages about safety with all employees, and our leadership is directly engaged in reinforcing the safety culture.

In short, working safely is how we do business. The company expects employees and contractors to follow safe work practices and accept accountability for their actions. All levels of management and employees work together to foster this safety culture.

That culture is driven by four interdependent components:

- Management commitment and involvement at all levels;
- Employee commitment and involvement;
- Hazard analysis, prevention, and control; and
- Training and education.

Importantly, we expect our contractors to live up to the same standards we demand of our employees — especially in matters related to safety.

## Strategy & Tactics

### Strategy

Our strategy focuses on improving safety performance continually. To do this, the company relies on several basic practices acting in concert. We want to make sure personal accountability for safety remains strong, situational awareness remains high, workplace hazards are minimized, regulatory compliance is achieved, and public safety is never compromised. An active and visible leadership commitment to safety serves as a constant reminder of the important role a strong safety culture plays in the company's overall success.

The core of our safety program rests on a set of corporate policies that create clear expectations for safety excellence.



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Safety / Workplace Safety

For instance, supervisors and managers are expected to make sure that employees follow proper safety procedures, that hazards are addressed before work begins, that employees report workplace injuries, and that only trained, authorized employees are permitted to use or maintain machinery and equipment. Among other things, employees are expected to stop working if conditions are not safe, to report safety issues, and to refrain from horseplay or practical joking. The company’s extensive Safety Policy covers everything from asbestos handling to the use of personal space heaters.

Each business unit tailors these policies to its specific work activities. We foster strong collaboration and share incident information and best practices — both within the company and outside it, through peer groups such as the Southeastern Electric Exchange and the Edison Electric Institute, the American Gas Association, the Southern Gas Association, and the Interstate Natural Gas Association of America.

Tactics

Safety specialists from across the company meet regularly, and the company maintains standing safety committees that include employee members to highlight and reinforce heightened safety awareness both at work and at home.

When a significant safety incident occurs, we perform a root-cause analysis to fully understand and address the factors that contributed to it. That analysis helps us apply effective measures to correct the contributing factors and develop preventive measures.

We reinforce safety expectations with employees and contractors through classroom and practical training on safe work practices and the use of personal protective equipment, and by stressing the importance of situational awareness. To make them effective, the lessons are tailored to specific jobs, and the company safety program is guided by the expertise of safety professionals with extensive education and experience.

Here are some of the methods we use to improve safety:

**Augmented Reality.** We use an augmented-reality (AR) application to teach workers the minimum distance they must maintain around equipment at a transmission substation when not wearing personal protective equipment. We use another AR application to teach engineers and network line workers all the different cable layouts in underground vaults,



Our mobile Slip Simulator teaches employees how to navigate hazardous surfaces.



An image generated by an augmented-reality application shows a power line inside a Dominion Energy training facility.



Safety / Workplace Safety

so they can learn to build out systems correctly. Both of these applications allow us to instruct workers about dangerous locations in a safe environment. A third AR program teaches employees how to wire transformers properly — a critical element in protecting the safety of both our co-workers and the general public.

**Drills.** We drill for a variety of scenarios, from active-shooter situations to severe storms. Building evacuation drills are conducted in accordance with National Fire Protection Association standards. Locations that have on-site fire brigades conduct quarterly drills to ensure the readiness of our brigades and equipment. High-angle rescue drills are conducted for areas where colleagues are working aloft. We also run confined-space rescue drills, first-aid drills, and chemical-response drills at locations with rescue, medical, or chemical-spill response teams.

Our nuclear facilities conduct emergency-response exercises that include the use of offsite services and involve local, state, and federal agencies. As part of the nuclear recertification process, training drills are conducted during various requalification sessions.

**Lone Worker.** To ensure the well-being of employees when they are in the field solo, our gas operations have put in place a variety of safety measures, including personal GPS devices, GPS vehicle tracking, communications improvements such as satellite phones for remote areas, and personal security measures.

**Slip Simulator.** Every year in the United States, hundreds of workers die and tens of thousands miss work because of slips, trips, and falls in the workplace. To prevent such misfortunes at Dominion Energy, the company uses a slip simulator to teach employees how to navigate hazardous surfaces. Employees supported by a safety harness learn to walk safely on a tempered-glass surface made slick with soapy water.

**Body Optimization.** This voluntary program offers employees the opportunity to receive individualized coaching to reduce the chances of injury and increase their physical performance level. Sports-medicine trainers provide participants with tailored plans to protect them against the physical stresses of their jobs, whether those jobs entail climbing power poles or keyboarding at a computer workstation. Four athletic trainers work full time providing movement screens and strengthening and corrective exercises to help our active workforce be able to work safely and ultimately to lengthen their careers.

**Human Performance.** Dominion Energy Virginia’s power generation organization has improved safety and other metrics through a program called Human Performance, which uses a system of systemic defenses to reduce the likelihood of error. Those include a pre-job briefing in which colleagues identify hazards and error precursors and then discuss techniques to ensure tasks are performed without personal injury or property damage.

## 2019 Improvements

The steady improvement we have made in our safety record results from sustained effort. In 2019, we put in place additional safety measures, such as:



**LiveSafe**, a two-way mobile app that enables employees to report and be alerted about safety hazards, as well as to receive urgent messages about dangerous local conditions, updates to current policies, and more.

**Mission Zero**, a new policy in our power generation program serving Dominion Energy Virginia and Contracted Assets. Mission Zero allows for “near miss/good catch” reporting of close calls, encouraging employees to report unsafe situations so they can be addressed before anyone gets hurt. All good-catch and close-call safety events are shared during weekly safety meetings, and entered into a database for future reference.

**Solar-powered speed monitors** on an access road at our Millstone Power Station and other locations, to encourage safe driving.

**Augmented-reality training for lockout/tagout:** The Surry Power Station deployed an AR-based mobile app to enhance personnel training, leading to higher knowledge retention.

## Employee and Contractor Oversight

Dominion Energy also emphasizes the importance of safe work environments by maintaining extensive safety qualifications under Work Zone Traffic Control, OSHA, DMV, and other oversight controls and affiliations. The company also has implemented programs such as job safety assessments, root-cause analysis, a quick-information database called The Source, and health and safety training plans to promote employee awareness. Through these carefully crafted programs, we are relaying to all team members the central role they play in maintaining injury-free work environments.

The same commitment to safety extends to contractors. Here are a few measures we apply:

- Contractors are approved and tracked on safety statistics.
- Contractors are assigned onsite coordinators to monitor their safety performance.
- Dominion Energy conducts field audits to ensure our contractors meet all safety expectations.
- Contractors, like employees, must report all observed hazards and incidents. We believe the value of reporting and investigating all incidents outweighs simply tracking lost-time injury rates.



## Defensive Driving

Serving our customers well requires many of our employees to be on the road each day. To protect them and other motorists, we provide defensive-driving instruction. In 2019, more than 6,100 employees — almost a third of our entire workforce — received such training.

## Work Methods

The Dominion Energy Electric Safety and Training staff works diligently to review, develop, and implement work procedures that are efficient and safe. This includes addressing new technologies, smart-grid advances, and distributed generation such as wind and solar.

Another component of work methods is to evaluate, test, and implement new tools and equipment to enhance the safety and efficiency of our specialized workforce. We actively participate in industry working groups such as the Edison

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Safety / Workplace Safety

Electric Institute, the Southeastern Electric Exchange, the Southern Gas Association, and the American Gas Association to stay abreast of new regulations; learn about new technologies, tools, and equipment; and collaborate on best practices used by Dominion Energy and peer companies.

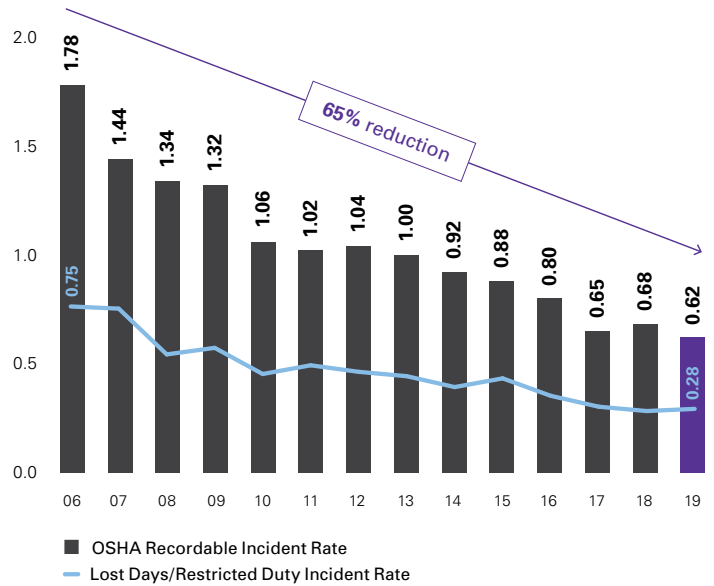
## Performance

These efforts have paid off. We're proud of our performance and the progress it represents. But we are not satisfied. We won't be until our incident rates read zero across the board. None of us wants to see anybody get hurt on the job, and all of us will keep striving for better until nobody is.

In 2019, Dominion Energy set a new safety record — a combined OSHA-recordable injury rate of 0.62. In 2018, the combined OSHA-recordable injury rate for Dominion Energy and the former SCANA businesses was 0.68. (The rate is equivalent to the number of incidents multiplied by 200,000, divided by the total number of employee hours worked. It is equivalent to the number of incidents per 100 full-time employees working a standard 40-hour week and 50-week year.) In 2019, the combined rate was 0.62 — considerably better than the industry average of 1.9 for the nation's electric and natural gas utilities as a whole.

### Dominion Energy Safety Performance 2019

Number of Recordables per 100 Employees Each Work Year



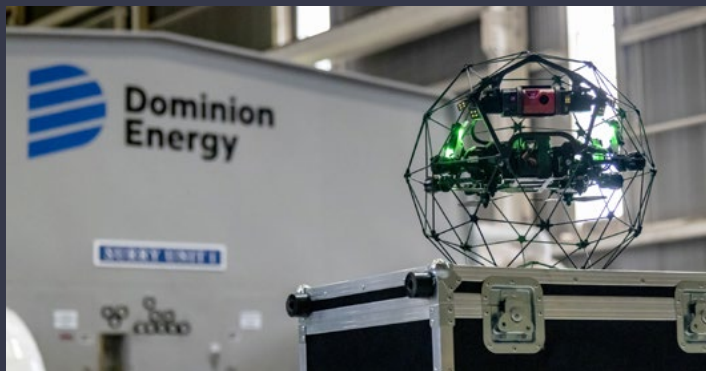
#### HIGHLIGHT

## What is “Recordable”?

The federal Occupational Safety and Health Administration considers an injury recordable “if it results in any of the following: death, days away from work, restricted work or transfer to another job, medical treatment beyond first aid, or loss of consciousness,” or if it “involves a significant injury or illness diagnosed by a physician or other licensed health care professional, even if it does not result in” any of those outcomes. (29 CFR 1904.7)

Safety / Workplace Safety

Individual parts of our business exceeded even this record-setting performance. Dominion Energy South Carolina achieved a historically low OSHA rate of 0.54, despite the distractions created by integrating the former SCANA into our business. Our Cove Point LNG terminal in Lusby, Md., has gone without any incidents resulting in lost days or restricted duty for more than three years. We have not had any LD/RD incidents at our Ellisburg storage pool in Potter County, Pa., in more than 50 years. Overall, the Gas Transmission Services group set an OSHA-recordable performance record of 0.53 for the year.



HIGHLIGHT

## Nuclear Drones

Nuclear power plant inspections require periodic visual examinations of the containment dome and other areas. These inspections typically involve the use of cranes and scaffolding, which can be both costly and hazardous. At our Surry Power Station, a group of colleagues created an initiative to use drones instead. The drones save crane and scaffold usage, reduce potential exposure to radiation, and improve personnel safety at heights.

“It’s important for all departments to understand that drones are a valuable tool that can be used across the entire station and fleet. The data collected lasts forever. You collect video and photos that you can [use to] look back through the rest of the life of the station.”

**Scott Paul**

Nuclear Workweek Coordinator at Surry Power Station

## Safety / Electric Safety

### WHAT YOU SHOULD KNOW

**Working safely is how we do business. We take extensive precautions to protect our employees, contractors, customers, and the public from electrical mishaps.**

### What We Do

Electricity is the most easily controllable form of energy, but that does not make it harmless. We take extensive precautions to protect our employees, contractors, customers, and the public from electrical mishaps. Among them:

#### Emergency Action Plans

In 2018, we updated our emergency action plans for our facilities and workplaces to minimize the potential for harm during natural disasters, fires, terrorist threats, and other crises. The plans stipulate responsibilities for key leaders, spell out notification and evacuation plans, and define other procedures to follow to keep everyone safe.

#### Crisis Training

Across the company, we maintain plans to guide our response in the event of a crisis. We also train employees in crisis response, and conduct drills to reinforce that training. Scenarios covered by crisis training cover everything from data breaches involving personally identifiable information to loss of containment at our nuclear stations. These drills, along with mutual assistance frameworks with other utilities, hone the company's prowess in responding to emergencies.

#### Fencing

We deploy fencing around generating plants, substations, and other elements of the transmission and distribution system. Appropriate signage marks all relevant areas in and around our substations and switchyards. We maintain a concerted effort to harden boundaries and implement sophisticated asset monitoring around substation perimeters.

#### Aerial Inspections

Where transmission lines and towers are hard to reach because of terrain or weather events, we use FAA-authorized service providers to inspect them. This program improves



safety, shortens the time needed to patrol transmission lines, and reduces the need to use helicopters during inspections. We are also testing the use of unmanned aerial vehicles (UAVs, or drones) to inspect remote distribution lines.

#### Tree Trimming and Right-of-Way Maintenance

Falling trees or branches can bring power lines down with them, and downed power lines present a significant safety hazard. Power outages also can affect the safety of those who rely on powered medical equipment such as home ventilators that help with breathing.

Dominion Energy manages this risk by regularly trimming trees and vegetation around overhead power lines in all our service areas. In keeping with company policy, persons working on power lines to perform tree trimming activities must be certified through company-approved training courses provided by qualified training authorities. Safety specialists at our work sites have the authority to stop work at any time if they believe safety is compromised.

For several years, the Arbor Day Foundation has recognized our company's use of best practices by naming us a Tree Line USA utility.

## Distribution Pole Replacement

In Virginia, we inspect utility distribution poles on a 12-year cycle, testing them at the ground level where rot could occur to ensure their structural integrity. During our first cycle, our rejection rate was roughly 8 percent. Today, the rejection rate is lower than 2 percent. In 2019, we inspected more than 36,000 poles to make sure they meet our safety standards.

In South Carolina, we inspect utility distribution poles on a 10-year cycle, using a sound and bore method to test the poles. While we have been performing inspections for more than 30 years, we began our centralized approach in 2009. In 2009, we inspected 62,013 poles with a 6.5 percent rejection rate. In 2019 we inspected 52,540 poles with a 4.6 percent rejection rate.

## Call Before You Dig

Some electric wires run underground. To avoid mishap, we strongly urge members of the public to call 811 to make sure they do not dig near our electric infrastructure.

## Overhead Safety

Dominion Energy offers a wide variety of electric-safety messages for first responders, contractors, schools, and our customers located conveniently on our website. Examples include messages about the importance of keeping a safe distance from overhead power lines when using equipment such as cranes and booms; reminders that all ladders (including even wooden ladders) can conduct electricity; and suggestions to refer to the Overhead High Voltage Line Safety Act for specific notification requirements and procedures when working with cranes and similar equipment near overhead power lines.

## Safety Demonstrations

The Dominion Energy Virginia Power Safety & Training team uses a Live Line Demonstration Unit, which produces 7,200 volts of electricity, to create a powerful safety message by demonstrating the potential hazards associated with power lines. In addition, Dominion Energy has uploaded videos of these demonstrations to YouTube, where they currently have been viewed more than 1 million times. Videos include demonstrations of how a tree limb can conduct electricity and the danger of touching a vehicle that is in contact with a live power line.



## Safety Training

Dominion Energy Virginia has developed its own program to ensure employee safety. The program includes several categories.

**Safety meetings** material is developed weekly. It includes a core safety topic, bulletins, method updates, alerts, conference call summaries, and general communications. This material is sent on Friday to the organization and reviewed early the following week by all employees. Employees are expected to review material even if they are not present for the meeting.

**Dominion Energy Virginia's Accident Prevention Manual** is stored on an electronic knowledge management system called *The Source*. The manual is updated in real time as changes are implemented. Additionally, large changes are highlighted in communications as part of the regular safety meetings.

The business unit delivers both skill and knowledge training through a combination of instructor-led and computer-based training. Training includes multi-step apprenticeship programs, open enrollment skill training, and required compliance training. All training courses are scheduled and tracked utilizing Dominion Energy's Learning Management System.

## Safety / Electric Safety

**Arc flash hazard risk** categories are communicated on all work-request job packages for both planned and emergency work based on the specific work location.

Employees must conduct a job hazard analysis and pre-job briefing before the start of every job. An electronic system is used to perform and document these briefings.

**Safety Performance Specialists** are required to perform a minimum of 300 safety observations. Managers, supervisors, safety advocates, and contractor oversight personnel also are required to perform safety observations. Observations are done daily across the company and are documented electronically. The resulting data analytics can be utilized across the organization.

## Accident Investigation

Dominion Energy Virginia investigates all injuries, significant near misses, and third-party contacts. For significant accidents and near misses, an investigation team is formed and led by a manager outside of the location where the incident occurred. Included on the team are safety, methods, and other subject matter experts who complete a comprehensive review and final incident report. For third-party contacts, the investigation is led by the Claims department.

Dominion Energy Safety Departments review every OSHA recordable injury and significant near misses, including investigation findings on executive conference calls attended by leadership. These conference calls are summarized in video format and distributed with the safety meeting material for the week.

## Hazard Communication

Dominion Energy Virginia has a written hazard communication program that includes hazard communication plans for all offices. Hard copies of these plans can be found at all office locations.

Dominion Energy Virginia utilizes a third-party vendor, 3E, to host the master inventory list online. This list shows all hazardous materials by office and can be accessed by all employees.



Dominion Energy Virginia requires all hazardous materials to be properly labeled. If secondary labels are required, Dominion Energy Virginia either uses the NFPA 704 label or prints out labels from the 3E database.

The Safety Data Sheets (SDSs) can be accessed anytime online by office and field employees. Access by field employees is possible utilizing company issued mobile devices with WIFI and cellular capability.

## Safety / Natural Gas Safety and Integrity

### WHAT YOU SHOULD KNOW

**Dominion Energy is committed to ensuring the safety and integrity of its natural gas operations and maintains extensive programs to do so at every stage.**

We use a wide array of diagnostic tools, preventive maintenance programs, and oversight techniques to identify and mitigate potential issues long before they can become a problem.

**N.b.: In July 2020, we announced the pending sale of substantially all of our gas transmission and storage assets to Berkshire Hathaway Energy. Some smaller gas storage will remain in Dominion Energy’s gas distribution portfolio.**

### Storage

Dominion Energy’s more than 2,300 storage wells and reservoirs are designed to withstand fluctuating pressures associated with the injection and withdrawal of natural gas, season after season. Through regular inspections, we monitor the condition of the lining, or casing, that contains the storage pressure within the wellbores. Company wells contain up to three concentric linings. On many, the innermost casing is surrounded with cement from deep in the wellbore to the surface of the ground, to provide additional leak prevention.

Dominion Energy has been using electronic logging tools to inspect our storage wells since 1973, years before that technique was required by the Pipeline and Hazardous Materials Safety Administration (PHMSA). The process involves lowering a high-resolution electronic device into the well to take electromagnetic readings over its entire length. The readings provide important information regarding the condition of the well — information that is then used to determine what, if any, remedial work will be performed.

We perform well-casing integrity inspections for internal and external corrosion. Through other regular inspections we verify well status and pressure, and look for signs of atmospheric corrosion, venting gas, or leaks. These inspections are complemented by remote monitoring and monitoring of third-party drilling activities in and around our storage pools. And in the unlikely event of a major leak, the company has site-specific emergency plans for each storage field.





Safety / Natural Gas Safety and Integrity

Our Integrity Management process meets or exceeds the requirements of PHMSA rules regarding underground storage. The formal risk management strategy includes an initial evaluation of risk based on threats and consequences of potential events. Any significant risks are then addressed through the application of specific preventive and mitigation measures. The process includes feedback and validation measures for continual improvement. A capital budget is established each year for necessary repairs and improvements, such as replacing wellheads and casings, to reduce potential risk and keep the system operating efficiently.

In 2018, PHMSA began its first audits of storage facilities in the United States. Its audits of Dominion Energy’s program, and several of its storage facilities, produced no significant findings. In 2019, PHMSA audited three of our storage facilities and performed one program audit. Three of the audits concluded with no significant findings; Dominion Energy Transmission, Inc. received a Warning Letter related to monitoring of annular vents on storage wells in the Fink Kennedy Lost Creek Storage field. DETI implemented a follow-up plan to address this issue.

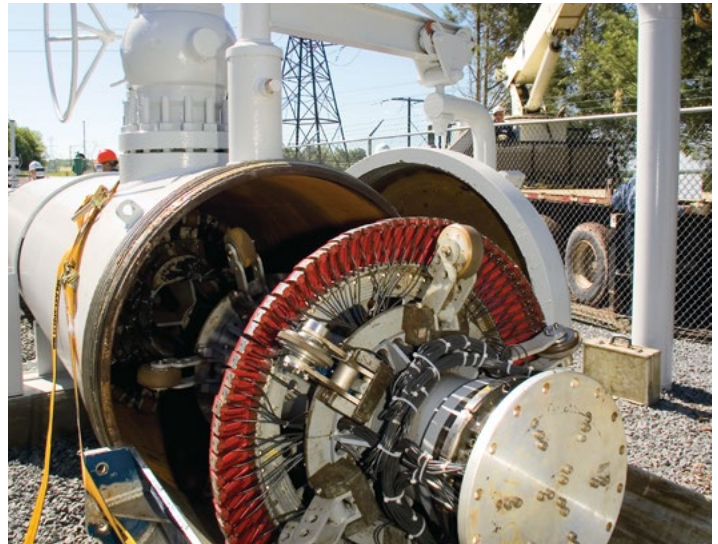
## Pipeline Integrity

The company’s leadership fosters a culture of integrity management. Our objective is to align with the spirit of the regulation, beyond basic compliance with the code. Dominion Energy supports pipeline integrity activities through written Integrity Management Programs, objective analysis and evaluation, and making performance improvements as necessary to manage risks. We created a Transmission Integrity Management Program (TIMP) and a Distribution Integrity Management Program (DIMP) that meet or exceed PHMSA integrity management regulations.

### Transmission Integrity

Our TIMP addresses the following components:

1. High-consequence areas;
2. Threat identification and risk assessment;
3. A baseline assessment plan;
4. Remediation and prevention;
5. Performance and quality assurance;
6. Change management; and
7. Communications.



A “smart pig” used to inspect the interior of natural gas pipelines.

The company inspects and assesses its transmission pipelines in numerous ways — including patrols and around-the-clock monitoring from Gas Control command centers. In addition to regular aerial observation and foot patrols, pipelines also are inspected from the inside with in-line tools that are often called “smart pigs.” These devices use computerized sensors capable of detecting and reporting anomalies such as dents and corrosion, enabling us to make appropriate repairs to ensure the integrity of the pipe. They are introduced at specialized launch sites, and move through the pipeline to downstream receiving locations. The data collected by these sensors is then analyzed to determine whether pipeline segments need replacement or repair. Dominion Energy uses smart pigs on more than half of its transmission and storage system — well beyond regulatory requirements.

Dominion Energy continuously monitors the flow of gas using remote sensors, which are placed along the entire length of a pipeline. Remote-controlled safety shutoff valves allow Gas Control operators to stop the flow of gas immediately and isolate individual sections of pipeline if necessary.

Safety / Natural Gas Safety and Integrity

To prevent external corrosion, the company operates cathodic protection systems on our underground steel assets. In addition to annual monitoring at key locations, we perform detailed corrosion surveys for an average of 1,000 miles of transmission pipeline each year to confirm that these protection systems are functioning effectively.

We prevent internal corrosion through vigilant monitoring of constituents in the gas stream, evaluating potential impact of impurities, and applying targeted preventive and mitigating measures. The company also examines the internal and external surfaces of our assets whenever operating and maintenance activities provide such opportunities, to validate the effectiveness of our programs.

Dominion Energy Transmission, Inc. (DETI) has had multi-year projects to replace bare steel transmission pipe and to install remote-controlled valves (RCVs). As of the end of 2019, DETI replaced 41.5 miles of bare steel transmission pipe. At the completion of 2019, Dominion Energy has installed over 250 RCVs through the course of this program to reduce response times for our Distribution and Transmission companies. We also are using alternative methods to move beyond traditional inline inspection techniques to inspect low flow/ low pressure pipelines to increase the number of pipelines it can assess, and we are deploying inline inspection tools to assess our seamed pipelines.

### Distribution Integrity

Dominion Energy’s DIMP addresses the following elements:

- Knowledge of the distribution system;
- Threat identification;
- Evaluation and ranking of risk;
- Identification and implementation of measures to address risks;
- Measures of performance, monitoring of results, and evaluating effectiveness;
- Periodic evaluation and improvement;
- Reporting results; and
- Document and record retention.



A gas distribution crew performs pipeline testing.

The company maintains a host of other programs to ensure distribution pipeline safety as well. These include:

- An enhanced excavation-monitoring program for high-risk excavation sites;
- A damage investigation program to conduct root-cause analysis of damage to pipes;
- An excavator communications and training program to inform the public and excavators about the importance of safe excavation practices;
- An enhanced leak survey program to accelerate leak surveys on higher-pressure distribution lines that are located outside of business districts; and
- A cross-bore verification program to investigate older pipeline projects that were directionally drilled prior to preventive procedures that are in place now.

Additional safety assessments for transmission and storage pipelines occur on both a cyclic and as-needed basis. This redundant system of vigilant monitoring enables Dominion Energy to detect and fix any problems in its system long before they present a hazard. Because of these efforts, the company has made substantial progress not only in safety but in other areas as well. For example, from 2018 to 2019, our gas operations in Ohio and West Virginia saw a 56 percent decrease in reportable environmental events.



#### HIGHLIGHT

## Practice Makes Perfect

Larry Gentzyel, a senior safety specialist in Gas Transmission & Storage, noted with alarm a series of near misses when workers siphoned gas lines. He attributed this to a lack of hands-on training: People retain information better when they can engage more of their senses while absorbing it.

So Larry developed a hands-on training device to train proper siphoning techniques. Not only that, he made the device portable, so it could be taken to field locations.

While he originally designed it for siphoning instruction, Larry realized the device could be modified for use in teaching other operations such as blowing down, loading, purging, bonding, and more. His invention won him a Peer Choice Award in the company's Chairman's Excellence Awards — a yearly competition recognizing employee ingenuity and prudent risk-taking — as well as the overall Chairman's Excellence Award for 2019.

## Pipeline Safety Management System

In addition to the foregoing, Dominion Energy also has implemented a Pipeline Safety Management System (PSMS). This is a voluntary program modeled on similar ones in other industries such as aviation and chemical manufacturing. The PSMS program takes a systematic and measurement-based approach to pipeline safety both across business units and within them, from top executives to field workers. The aim is to identify areas for improvement and share that information widely. This PSMS program is a never-ending journey for continuous safety improvement.

Several years ago, Dominion Energy formed a steering committee to develop and implement the PSMS program and put it into place across all of Dominion Energy's natural gas businesses. In 2019, a working group focused on moving forward the first three of 10 PSMS program elements: leadership and management commitment, incident investigation and lessons learned, and emergency preparedness and response. These elements have been tied to the company's annual incentive plan.

## Public Safety

It is critical that our customers, contractors, and employees know how to take safety precautions around gas infrastructure. Given the widespread nature of our natural gas grid, the general public also plays a key part. Over the past 20 years, third-party damage has been the primary cause of incidents on natural gas pipelines.

Dominion Energy conducts public awareness programs to educate landowners near company facilities to reduce the likelihood of dig-ins or other harm that can cause a release of methane to the atmosphere. The company has long supported laws requiring use of the 811 “Know what’s below. Call before you dig” one-call system. Anyone planning to do work that disturbs the soil beneath streets, sidewalks, yards, farms, or other property is required to call the designated number. Utilities, authorities, and others mark their underground facilities before work begins. Excavators can call a state one-call system or the national number: 811. These one-call programs are a valuable component to protect our system and to ensure safe operations.

## Emergency Preparedness

Thanks in part to extensive safety measures, natural gas emergencies occur very rarely. Those that do often result from external factors, such as third-party excavations carried out near underground pipelines without adequate precautions. Because the potential for emergencies still exists, our company has developed rigorous and comprehensive programs and policies to mitigate them.

Dominion Energy maintains and values positive, long-term relationships with fire departments, police departments, and sheriffs’ offices. We conduct annual public-liaison meetings with emergency-response agencies. In 2019, for example, Dominion Energy Transmission, Inc. hosted a gas pipeline safety seminar for pipeline operators, supervisors, and other industry professionals in Bridgeport, West Virginia. The all-day event was free for the roughly 100 attendees.



Aerial inspections help maintain pipeline safety in remote areas.

We have installed remotely operated valves that can be closed when a pipeline leak or rupture occurs on a transmission pipeline. Compressor stations have similar emergency shutdown systems activated through manual controls. Those systems are tested at least annually.

We have developed response plans for a variety of contingencies that could affect pipelines, compressor stations, and storage wells. When there is an emergency call related to our distribution infrastructure, our personnel are onsite within one hour at least 98 percent of the time.

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Safety / Natural Gas Safety and Integrity

## Damage Prevention Efforts

Because third-party damage represents the primary threat to the safety and integrity of our natural gas pipelines, Dominion Energy has taken significant steps to strengthen its damage-prevention efforts, particularly in the past year. In October 2019, we formed a Damage Prevention Department specifically to address excavator dig-in damage to our gas facilities. We are working on the following initiatives to make Dominion Energy an industry leader and model company for damage prevention:

- **Risk Modeling Software** – This software analyzes the 811 locate ticket data to determine which dig sites represent a high risk so that a representative can intervene.
- **811 Near Ticket Application** – This application communicates with the state’s One Call ticket system to identify dig sites that do not have a valid locate ticket. Our representatives will intervene in those identified excavations so that work can be stopped until all utilities are marked.
- **Gold Shovel Standard** – Dominion Energy and its new construction contractors have committed to adhering to this industry damage prevention certification process, which requires the reporting of all damages to a centralized data center.
- **Homeowner 811 Gas Ambassador Program** – This yard-sign program encourages homeowners who have damaged our gas facilities after failing to call their state’s 811 One Call Center to allow public-service message signs to be placed on their property to educate their neighbors.
- **Damage Prevention Staffing Study** – This study looks at the organizational structure of American Gas Association peer companies that have successful damage prevention programs.



Crews check equipment regularly at gas compressor stations to ensure safe and efficient operations.



## Performance

These efforts have produced a strong safety record that has received industry recognition. In 2019, Dominion Energy received the American Gas Association Safety Achievement Award for Employee Safety (earned by Dominion Energy West Virginia; Dominion Energy South Carolina, Inc.; Dominion Energy Ohio; Dominion Energy Carolina Gas Transmission, LLC; Dominion Energy Questar Pipeline, LLC; and Dominion Energy Transmission, Inc.); the AGA’s Industry Leader in Accident Prevention Award (earned by Dominion Energy Ohio and Dominion Energy Utah-Wyoming-Idaho); and the AGA’s Safety Achievement Award for Vehicular Safety (earned by Dominion Energy Carolina Gas Transmission, LLC).

## Safety / Nuclear Safety

### WHAT YOU SHOULD KNOW

**While nuclear energy is one of the safest power production technologies in the world, Dominion Energy uses redundant systems, rigorous protocols, and constant training to maintain the highest levels of protection and security.**

Nuclear power stations are designed, built, operated, and guarded with multiple, redundant layers of safety and security to ensure that nothing will go wrong — and that in the event of an unlikely mishap, the system will shut down immediately and the consequences will be completely contained.

Dominion Energy’s four nuclear stations serve the largest segment of the company’s electric customers. The Millstone, North Anna, Surry, and V.C. Summer Power Stations are the workhorses of the company because they run 24 hours a day, seven days a week over 18-month fuel cycles to provide safe and reliable electricity with virtually no greenhouse gas emissions.

While nuclear energy is one of the safest electrical production technologies in the world, the accident at Japan’s Fukushima Daiichi power station in 2011 led to many changes across the nuclear industry. The Nuclear Energy Institute, the Institute of Nuclear Power Operations, and the Electric Power Research Institute formed the Fukushima Response Steering Committee to coordinate and oversee industry response activities. The industry’s “Way Forward” strategy constitutes a coordinated approach that integrates all industry parties’ response to the Fukushima incident.

The nuclear energy industry’s primary and constant goal is to make safe nuclear facilities even safer. Nuclear stations are designed with multiple and redundant safety systems — an approach known as “defense in depth.” The various levels of protection are not only redundant, they also are independent of one another. So if one fails, the others can continue protecting the plant, its workers, and the general public. For example, the systems in place to control reactivity inside the reactor core operate independently of the system that provides cooling water, and of the containment structure — and each of those protections is independent of the other two.



Millstone nuclear power station.

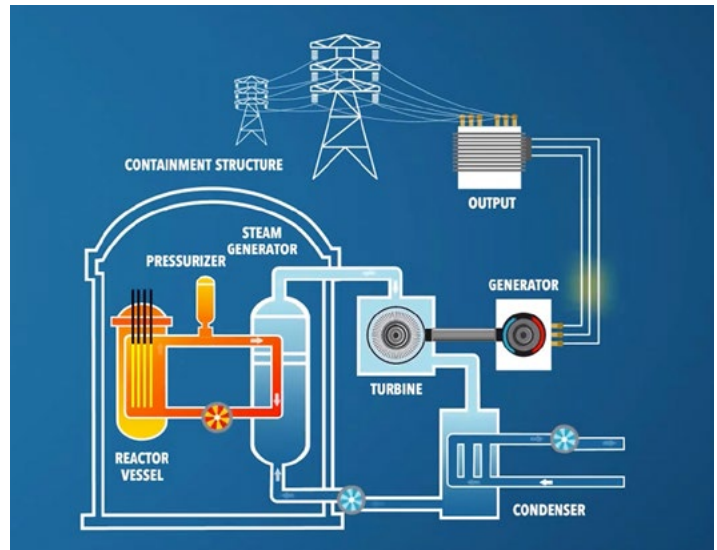
## Inside the Plant

Nuclear stations are built with safety in mind. Here’s how that works:

Heat from the fission process is transferred from the reactor coolant system to steam generators, which spin the turbines to generate electricity. That water is then condensed for reuse. A separate water system that pulls from a nearby source — the Long Island Sound for Millstone, Lake Anna for North Anna, the James River for Surry, and the Monticello Reservoir for V.C. Summer — condenses the steam back into water, which is then reheated in a continuous steam cycle. The steam-cycle water and the water used to cool and condense it do not mix. Each nuclear unit is designed so that the reactor coolant system continually recirculates water in a closed loop.

America’s nuclear facilities are designed and built to withstand extreme natural forces, from hurricanes to earthquakes, and the added safety margins have paid off. In 2011, a 5.8-magnitude earthquake struck a region of Virginia less than a dozen miles away from Dominion Energy’s North Anna Power Station. Both reactors shut down automatically, and emergency equipment safely cooled both reactors, as it was designed to do. The fuel in a nuclear power facility is enriched to a concentration level so low that it cannot explode. In the unlikely event of an accident, the containment building housing the reactor is designed to prevent any radioactive material from escaping into the environment. Incidents like the one at Chernobyl cannot occur in the United States. The Chernobyl plant did not have containment barriers, which are now required throughout the world. The 1986 disaster in the former Soviet Union was the product of a severely flawed reactor design and serious mistakes made by the plant operators, who violated procedures intended to ensure safe operation of the plant.

A severe nuclear power plant emergency, while highly unlikely, almost certainly would not be a sudden event. It probably would take hours or days to develop. In such a situation, if all redundant safety systems failed to maintain the station in a safe condition, Dominion Energy has a separate set of equipment — including portable electric generators, water pumps, and hoses — that can be put in place to keep the station safe. This “FLEX” equipment was installed at every nuclear station in the United States following the Fukushima Daiichi accident in Japan. State and local officials would have ample time, in a coordinated effort with Dominion Energy, to take any actions necessary to protect the public.



## Training and Oversight

Nuclear stations are run by professionals licensed by the U.S. Nuclear Regulatory Commission (NRC). Highly trained, heavily armed security officers protect the facilities from external threats. Employees are thoroughly vetted through background checks, drug and alcohol screening, psychological screening, a review of education records, interviews with former employers, and credit-history reviews. The company has a program to ensure employees are fit for duty on the job. At least half of employees are subject to random drug and alcohol testing each year.

The Nuclear Training Department at each site and company management ensure that operators maintain high levels of safety and proficiency. Among other things, station operators participate in Station Emergency Response Organization (SERO) activities. In these exercises, the NRC evaluates our ability to assess an ongoing situation at a nuclear station, classify the situation correctly, and respond appropriately, according to standards spelled out in federal regulations.

The Training organization also brings to the operators’ attention any industry operating experience that might have affected nuclear units at other sites around the nation and the world. Operators are expected to internalize the lessons from these episodes to avoid repeating the same experience. They are accountable to the federal government for the safe operation of each station. They spend 20 percent of their time — the equivalent of one day out of every work week — in classroom and simulator training. In addition, they

Safety / Nuclear Safety

undergo testing throughout their careers to maintain their qualifications to run the units.

**20%**  
TIME SPENT

the equivalent of one day out of every work week — by nuclear operators in classroom and simulator training

The NRC also [evaluates](#) plant performance on a variety of factors, including emergency preparedness, worker radiation safety, public radiation safety, safety systems, and physical protection. It then reports its findings on a performance matrix for each plant. (To see a recent matrix for Dominion Energy’s Surry Power Station, [click here](#).)

Dominion Energy is subject to the oversight not only of the NRC, but also of the Institute of Nuclear Power Operations (INPO), an organization dedicated to the safe, efficient, and excellent operation of nuclear stations. While the NRC’s sole charge is to ensure that nuclear units are operated safely and provide the public with an ongoing, web-based assessment of each unit’s performance based on a series of safety metrics, INPO’s oversight program is geared toward ensuring that employees engaged in nuclear operations are proficient at their work and exemplary in their performance, so that nuclear operating standards are maintained at very high levels of safety and excellence.

Three of Dominion Energy’s nuclear sites have achieved OSHA’s Voluntary Protection Programs (VPP) star site certification. North Anna, Millstone, and Surry Power Stations have achieved and maintained this certification since the early 2000s. The VPP promotes effective worksite-based safety and health. In the VPP, management, employees, and OSHA establish cooperative relationships at workplaces that have implemented a comprehensive safety and health-management system. VPP approval is OSHA’s official recognition of the outstanding efforts of employers and employees who have achieved exemplary occupational safety and health.



A Godwin pump, used to provide water to key systems, sits in a storage dome where backup equipment is kept at our Surry Power Station in Virginia.



A front loader used to move debris and tow equipment into location, also housed in Surry’s FLEX equipment storage dome.



## Engaging Communities

Engagement is a two-way street. For Dominion Energy, that means not only being transparent about our actions, but also actively listening to what others think. So we seek out dialogue with our customers, investors, and other stakeholders and invite them to share their input.

### WHAT YOU SHOULD KNOW

**We listen to our stakeholders and consider their perspectives in our decisions.**

**When we can, we adjust our operations to accommodate community concerns.**

**We work directly with Native American tribes whenever our activities intersect with their interests.**



## Fostering Dialogue

We work hard to limit impacts on the environment, landowners, and communities. To make sure we better understand our stakeholders' perspectives, we hold public meetings with the communities in which we operate, reach out to a wide range of groups, and are implementing new processes that will help us coordinate with those whose voices are not always heard.

## Engaging Communities / Strategy and Process

### WHAT YOU SHOULD KNOW

**We pursue engagement by hosting town halls and other community events, convening stakeholder conferences, conducting surveys, and meeting face-to-face with a broad array of outside interests, from local-government officials to industry watchdogs.**

### Active Listening

Engagement is a two-way street. For Dominion Energy, that means not only being transparent about our actions, but also actively listening to what others think.

We pay attention to a wide array of perspectives from thought leaders, community groups, advocacy organizations, public-opinion surveys and customer feedback.

In 2019, we hosted 12 open houses or public-information events regarding electric-transmission projects. Our Millstone Power Station hosted its annual stakeholder event, to which we invite neighbors, elected officials, regulators, business leaders, non-profits, and others. Following the acquisition of SCANA, we held community partner meetings across South Carolina to introduce Dominion Energy to more than 500 non-profit organizations. Over the course of the year our philanthropy team alone met with more than 1,200 outside groups.

In Virginia, we contracted with Maslansky + Partners to conduct research on customer priorities related to our Grid Transformation Plan. Survey questions tested 35 attributes across a range of areas, from billing and payment to energy efficiency and the environment.

We also engaged an industry expert, Navigant, to facilitate an external stakeholder process related to our Grid Transformation Plan. Attendees included a range of stakeholders with varying interests, including environmental advocates, municipality representatives, and low-income advocates. Navigant facilitated a series of workshops that guided the conversation on the stakeholders' vision and objectives for grid transformation. All stakeholder groups valued investments that integrate and optimize distributed energy resources and those that provide relevant, data-enabled options that help customers meet their own goals.



## Engaging Communities / Case Studies

### WHAT YOU SHOULD KNOW

**At Dominion Energy, actions speak louder. Here are some specific examples of how we have sought out the perspectives of different communities and interests.**

### A Football Victory

As part of our strategy to ensure energy reliability, in 2019 we moved forward with plans to replace a roughly eight-mile length of electric transmission line between two substations that was nearing the end of its useful life. Because the transmission line sits adjacent to Hopewell High School in central Virginia, we met with school representatives several times to plan our operations around the school's activities.

When the football team made it to the state playoffs, we rescheduled our wire pulling so we did not interrupt its playoff games. We also visited classes to explain why construction was occurring outside, visited an environmental class to talk about renewables, and discussed job opportunities for both college-bound and non-college-bound students.

The project went forward without a hitch. And the Hopewell Blue Devils finished the season undefeated, winning the Class 3 state championship.

### Maintaining Marshland

In South Carolina's Lowcountry, Dominion Energy operates a transmission corridor with Marine Corps Air Station Beaufort and the Marine Recruit Depot at Parris Island and the small town of Yemassee, named after a Native American tribe. In between lies the ACE Basin, which is named for three nearby rivers: the Ashepoo, Combahee, and Edisto. The basin — one of the largest undeveloped estuaries on the East Coast — is well known for its marshes, rivers, and wildlife, including plentiful waterfowl and alligators.



Serving Customers & Communities

Engaging Communities / Case Studies

Dominion Energy needed to harden its electric grid to provide reliability and resiliency to these important military bases without damaging the precious ecosystem. To do that, the company collaborated with the ACE Basin Task Force and various conservation groups such as Ducks Unlimited. We relocated a 115-kilovolt transmission line to preserve the Edisto Island National Scenic Byway. As we replaced wooden poles with embedded steel that could withstand winds of up to 150 mph, we used construction techniques throughout the marshes and swamps to minimize the imprint from construction activity. We took advantage of the latest in structural composition and hardware to reduce the number of return trips needed for maintenance or restoration. And we went beyond the scope of environmental considerations when we worked with neighboring property owners to remove our infrastructure from the treasured Old Sheldon Church Roadway and Ruins and route the lines through less visible areas.



Finally, the company’s foundation made a \$50,000 donation to Ducks Unlimited to help that group continue its conservation efforts.

## Coastal Collaboration

As we moved from planning to construction of the Coastal Virginia Offshore Wind project off the coast of Virginia Beach, we engaged communities of interest around the region. We used local divers for underwater work, local fishing vessels for scouting, local barges for hauling, and local port facilities to support construction and survey vessels. In conjunction with the fisheries liaisons from Sea Risk Solutions, we met with local port representatives and held outreach meetings to gather feedback and input from area stakeholders.



Photo courtesy of Ørsted.

## A Historic Find

In 2019, Dominion Energy began work on the site of a future solar installation in Greensville County, Va. A pre-construction cultural survey found archaeological artifacts from both prehistoric times and the 19th century. The former included stone tools and a stone bead made from material not native to the area, suggesting the prehistoric inhabitants belonged to a larger trading network. The latter included ceramics (including a porcelain doll’s arm) from an antebellum farmhouse. Consultation with the Delaware Nation, Delaware Tribe, and Pamunkey Tribe was carried out through the Army Corps of

Engaging Communities / Case Studies

Engineers permitting process in accordance with Section 106 of the National Historic Preservation Act.

Company representatives took the artifacts to Brunswick Academy, a local elementary school, for a presentation. The artifacts were then handed over to the Sadler family, who own the land where the solar site was constructed. Amanda Sadler is the librarian at Brunswick Academy. Her husband, Elliott Sadler, is a former champion NASCAR driver.

“The artifacts presentation provided by Dominion Energy & ‘archaeologist Lauren’ Gryctko brought hands-on history to life for our students. We were all fascinated by the findings and felt connected to past generations. We appreciate the time and energy put into this project and will always value the wealth of knowledge and enthusiasm shared over the artifacts! Thank you!!!”

**Amanda Sadler**  
Librarian, Brunswick Academy



## Augmenting Customer Service

When we need to place infrastructure such as pad-mounted transformers on private property, we use a virtual-reality app developed by Dominion Energy employees that works with an iPad camera to show the owners just how the project would look when completed. The application overlays a 3-D image of the equipment on the camera view of the customer’s home and yard; the equipment image can be dragged and dropped to different locations, and because it is geopinned, the customer can take the iPad to different locations — including inside his or her home — to see how the equipment will look from multiple vantage points. That way, we can work with the owner to find the right location before work begins. We have been using this technology since 2018.

## Engaging Communities / Supplier Diversity

### WHAT YOU SHOULD KNOW

**No part of the community should be left behind. Dominion Energy's supplier diversity program seeks to increase the participation of small, local, and diverse businesses in our procurement process.**

**In 2019, we set a new company record for spending with diverse suppliers: \$757.3 million.**



Being a good partner with our communities also means doing business with local businesses. As we strive to be more inclusive, we seek out competitive and qualified small, local, and diverse businesses to provide services and supply the materials and equipment we need to operate.

While we believe that approach benefits the communities where we work, we also consider it good for business. A wider pool of suppliers makes the bidding process more competitive; incumbent suppliers can find themselves challenged by new bidders that display greater innovation and ingenuity. Such considerations might account for evidence showing that companies with a strong commitment to supplier diversity earn higher returns on procurement investment.

Relying on suppliers local to the areas we do business also returns money to those communities, making their economies stronger. The ripple effects can include higher investment in infrastructure, more resources for basic services, and more investment in education and worker training — all of which redound to the benefit of Dominion Energy as well. In 2019, we spent more than \$916 million with small and local suppliers who are not diverse. When added to our spending on diverse suppliers, our total spending with small, local, and diverse suppliers exceeded \$1.67 billion.

## Outreach

The Dominion Energy Supplier Diversity Program uses the following nine diversity classifications:

- Minority-owned businesses
- Woman-owned businesses
- Veteran-owned businesses
- Service-disabled-veteran-owned businesses
- HUBZone businesses (those located in Historically Underutilized Business Zones, which are designated by the U.S. Small Business Administration)
- Small businesses
- Small disadvantaged businesses
- Disability-owned businesses
- LGBTQ-owned businesses

We continue to partner with government agencies, minority business groups, and advocacy organizations across our service territory to develop supplier sourcing opportunities that will make our supply chain even more diverse and inclusive.

In 2019, we attended 44 diversity events across our service areas and held two diverse-supplier matchmaking events.

Our supplier matchmaking events pair local businesses with our own employees to discuss supplier capabilities and upcoming opportunities. In April 2019, we hosted a Supplier Diversity Vendor Symposium in Cayce, S.C. Diverse suppliers met with our employees to pitch their services and learn about potential opportunities. In October 2019, we hosted a Meet the Primes Supplier Diversity Event in Richmond, Va. Diverse suppliers were able to meet with our prime contractors to discuss subcontracting opportunities on our projects. The diverse suppliers were also able to meet with our supply chain team to discuss upcoming bid opportunities. For all our events, we used our advocacy organization relationships to help identify small, local, and diverse attendees.



Meet the Primes Supplier Diversity Event.

Serving Customers & Communities

Community Development / Supplier Diversity

## Awards

At the June 2019 Women’s Business Enterprise National Council National Conference, we were recognized with a #Hes4Shes Award due to our outstanding work advocating for and supporting woman-owned businesses.

In December 2019, we received the Women Presidents’ Educational Organization 2019 Done Deals Corporate Opportunity Award. This award is given to corporations that report the highest number of done deals with certified woman-owned business enterprises in a one-year time frame.



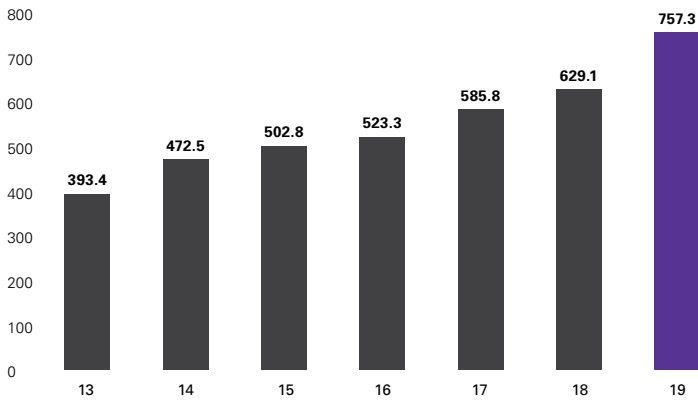
Women Presidents’ Educational Organization.

## Supply Chain Diversity

Our spending with diverse suppliers grew in 2019 to \$757.3 million. Spending with diverse suppliers accounted for approximately 12.9 percent of total procurement spending — a new company record. Since 2013, our diverse spending has grown more than 90 percent and exceeded \$3 billion.

[“Supply Chain Sustainability”](#)

Dominion Energy Spending on Diverse Suppliers by Year





## Engaging Communities / Environmental Justice

### WHAT YOU SHOULD KNOW

**Dominion Energy is committed to ensuring that communities have a meaningful voice in our planning and development processes. To ensure fair treatment and sincere involvement, we take an intentional approach to seeking out and listening to a diversity of views.**

Dominion Energy is committed to hearing, fully considering, and responding to the concerns of all stakeholders. This commitment includes ensuring a voice in decisions about siting and operating energy infrastructure is given to all people and communities, regardless of race, color, national origin, or income. We make particular efforts to engage with low-income communities, communities of color, and others who have not always had a seat at the table. All communities should have ready access to accurate information and a meaningful voice in the development process.



### What We're Doing

Dominion Energy already embraces the primary components of environmental justice: fair treatment and meaningful involvement. However, these principles require constant evaluation to appropriately address evolving social expectations. Our own expectations for addressing environmental justice are also informed by the expectations of others, and so we enlist outside perspectives to identify gaps in our processes that could unfairly exclude vulnerable persons.

As public concerns have been raised about infrastructure projects and their potential effects on certain communities, we have enhanced our focus on environmental justice and community engagement.

We conduct targeted outreach, meaning we hold public meetings, provide materials in the language spoken by community members, and allow their input to shape our actions. We go above and beyond local siting requirements by conducting environmental justice screenings and tribal outreach. These efforts are being carried out across the company's business units and services operations and its national footprint.



## Our Ongoing Commitment

In 2018, the company adopted the following Environmental Justice Policy to guide our work in this area:

### ENVIRONMENTAL JUSTICE: ONGOING COMMITMENT TO OUR COMMUNITIES

At Dominion Energy, we are committed to providing reliable, affordable, clean energy in accordance with our values of safety, ethics, excellence, embrace change, and teamwork. This includes listening to and learning all we can from the communities we are privileged to serve.

Our values also recognize that environmental justice considerations must be part of our everyday decisions, community outreach, and evaluations as we move forward with projects to modernize the generation and delivery of energy.

To that end, communities should have a meaningful voice in our planning and development process, regardless of race, color, national origin, or income. Our neighbors should have early and continuing opportunities to work with us. We pledge to undertake collaborative efforts to work to resolve issues. We will advance purposeful inclusion to ensure a diversity of views in our public engagement processes.

Dominion Energy will be guided in meeting environmental justice expectations of fair treatment and sincere involvement by being inclusive, understanding, dedicated to finding solutions, and effectively communicating with our customers and our neighbors. We pledge to be a positive catalyst in our communities.

## Expanding Our Efforts

Our Environmental Justice Policy calls on project development teams to implement environmental justice reviews, regardless of whether doing so is required for permitting or other regulatory approvals. Environmental justice reviews help identify potentially vulnerable communities early in the process, so that it informs our project planning and so that enhanced outreach efforts can be targeted to solicit meaningful involvement from communities that might otherwise be unaware of or unable



**Serving Customers & Communities**

**Engaging Communities / Environmental Justice**

to participate in the planning process. By going above and beyond what is required, we can better inform our siting and outreach processes, and appropriately engage with the communities where we operate.

Dominion Energy’s commitment to environmental justice applies not only to siting of specific projects, but also to the administration of broad infrastructure improvement programs such as the Strategic Underground Program in Virginia. The program involves placing certain outage-prone overhead electrical distribution lines and equipment underground to enhance reliability; this process has been carried out in an equitable manner across income levels. While the total miles of power lines that could be placed underground is higher in upper-income areas, we have placed a higher percentage of undergrounded mileage in lower-income areas.



Dominion Energy Strategic Underground Program

Income Band	Total Potential Miles	Miles Complete	% Miles Complete
> \$75K	1,757	553	31%
\$50K - \$75K	1,559	445	29%
< \$50K	914	303	33%
<b>Total</b>	<b>4,230</b>	<b>1,301</b>	<b>31%</b>

Additionally, the foundational telecommunications investments proposed as part of the Grid Transformation Plan will provide the opportunity to support expanded deployment of broadband in Virginia through a rural broadband pilot program that will reach localities in our service area that lack high-speed internet service. Our goal is to provide the important middle-mile resource needed to extend service into unserved communities.

Continuous improvement is key to long-term success. To that end, we have dedicated environmental justice resources responsible for implementing the company’s environmental justice policy and advising the business segments on environmental justice and tribal consultation and engagement.

## Engaging Communities / Tribal Engagement

### WHAT YOU SHOULD KNOW

**We will work in good faith with Native American tribes and communities on projects that could affect them, and ensure that they have an equal opportunity to participate in the project development process.**

**While government-mandated formal consultation processes may apply only to federally recognized tribes on specific projects, our policy is to engage federally recognized and state-recognized tribes and communities to build working relationships and ensure they are part of project conversations before formal consultation begins.**



## Strengthening Relationships

Engagement with American Indian tribes on energy infrastructure projects has evolved over the past few years through industry experiences, agency and governmental actions, and our own attentiveness to addressing their unique concerns and questions regarding energy development.

A variety of different statutes, regulations, and policies dictate the legal requirements for formal tribal government-to-government consultation with federally recognized tribes. Dominion Energy always will respect and comply with these well-established procedures. But we will not stop there.

Dominion Energy seeks to go above and beyond to engage American Indian tribes and to develop robust and lasting working relationships. In many areas where our company does business, American Indian tribes have community, religious, and cultural ties that may intersect with company interests. Our aim is to meaningfully engage with tribes — regardless of recognition status — to achieve meaningful and long-lasting relationships with tribal stakeholders.

For us, engagement means more than simply listening to what someone has to say. Whenever a project has the potential to affect the rights, resources, or cultural heritage of a tribal community, Dominion Energy will work directly with that community to fully understand its members' concerns, and determine appropriate measures to avoid or minimize our impacts. We are also working to support American Indian vendor and employment opportunities in the communities where we operate.



To ensure a focus on meaningful tribal outreach, the company has a designated advisor role — a full-time employee — responsible for leading engagement with American Indian tribes to ensure proactive, consistent efforts across our footprint.

Finally, to help recognize the significant contribution Native Americans have made and continue to make to the defense of our country, in 2019 Dominion Energy made a \$100,000 grant to support the construction of the National Native American Veterans Memorial in Washington, D.C.

Serving Customers & Communities

## Community Development

Sustainability is about meeting needs and then fostering the long-term growth of not just Dominion Energy, but also the communities where we live and serve.



### WHAT YOU SHOULD KNOW

We see strengthening our communities as an essential part of doing the right thing.

In 2019, we contributed \$48.5 million to social betterment.

Our giving not only helps sustain people and communities, it also helps them grow.

We spent \$757.3 million with small, local, and diverse businesses in 2019.

The company and its foundation committed \$5 million to support social justice, equality, and community rebuilding.



Serving Customers & Communities

# Community Development / Philosophy and Approach

WHAT YOU SHOULD KNOW

**Our core value of Ethics guides us: Helping others is a basic part of doing the right thing. We use a variety of vehicles to lift people up, including energy-assistance programs, direct grants, matching gifts, event sponsorships, signature programs, and employee volunteerism.**

Sustainability is about meeting needs and fostering growth — now and in the years to come. Our core business does these things by providing energy for homes and businesses, and the systems that power the U.S. economy. But every community has a host of other worthy endeavors that can benefit from informal networks of caring people who find joy in helping others.



## Our Philosophy

Companies serve the greater good by providing jobs and creating economic growth. But our core value of Ethics inspires us to do even more: Helping others is a basic part of doing the right thing.

Our tradition of putting goodwill into action goes back at least as far as 1918, when employees of Virginia Railway and Power Co. joined forces to package boxes of food and deliver them to families in need during the holidays. Today, our employees and retirees still find satisfaction in giving time and money to the communities where we live and serve, and Dominion Energy makes a point of helping them do so. We know companies do better in communities that are doing well, and our philanthropic efforts help make us stronger.



Our company's roots date back to the early 1900's when we were known as the Virginia Railway and Power Company and operated streetcars.

## Our Approach

Through energy assistance, grants to nonprofits, matching gifts, and programs such as "Dollars for Doers," Dominion Energy and the Dominion Energy Charitable Foundation contributed \$48.5 million to the betterment of people and communities in 2019.

We use a variety of vehicles to lift people up: energy-assistance programs, direct grants, matching gifts, event sponsorships, signature programs, and employee

Serving Customers & Communities

Community Development / Philosophy and Approach

volunteerism. We also seek a diverse supplier base, to make sure the benefits of doing business are spread far and wide.

To learn more about our energy-assistance programs, see the section in this report on "[Energy Value.](#)"

Every year, we also conduct or contribute to hundreds of programs and events that improve the lives of people and communities. Broadly speaking, such efforts fall into two main categories: those that help to *sustain* people, communities, and the environment, and those that help to foster *growth*. We define growth expansively, as anything that helps someone move from one place in life to a better place. Below are a few examples of each.



## Our Efforts

### Sustaining Efforts

Sustaining efforts are those that meet basic needs, or maintain or restore environments, both natural and manmade. Our energy-assistance programs are a primary example. There are many others. In 2019, we also provided \$100,000 to help Virginia food banks distribute fresh food across the state. In Ohio, volunteers cleaned up the Camp Manatoc Scout Reservation in collaboration with the Great Trail Council, Boy Scouts of America. Tasks included trimming trees along roads and dams as well as removing trash and debris.

In South Carolina, Dominion Energy served as the presenting sponsor for Midlands Gives, an 18-hour online giving event that brings the region together as one community to raise money and awareness for local non-profits in 11 counties around the state. The 2019 event raised a record \$2 million for the more than 400 non-profits involved. Company employees also participated in their annual food drive to benefit the Harvest Hope Food Bank in Columbia, the Golden Harvest Food Bank in Aiken, and the Lowcountry Food Bank in Charleston. In the Columbia area alone, employees donated more than 3,000 pounds of food. Dominion Energy also provided a \$60,000 grant to support Harvest Hope's child backpack weekend feeding program and Operation HP, a feeding program for active military families and veterans in need. Employees also raised a record \$20,605 through the 11th annual Employee Holiday Lunch for the Harvest Hope Food Bank.

Serving Customers & Communities

Community Development / Philosophy and Approach

### Growth Efforts

Keeping good things going is important, but helping make things better is doubly rewarding. One way we try to do that is by sponsoring or supporting a variety of educational and cultural endeavors, including Project Plant It! and Solar for Students (more on those below).

In 2019, we found opportunities to foster growth by providing a \$500,000 grant to a program that provides scholarships to all graduating seniors in the Cleveland, Ohio, Metropolitan School District. The African American Employee Resource Group in Ohio established a relationship with the Towpath Trail High School in Akron, a non-traditional school for at-risk youth ages 14-20, and provided school supplies through a back-to-school drive. We made a \$3,000 grant to the science department of Pocahontas County (W.Va.) High School for an astronomy and engineering project.

Through an ongoing partnership with James Madison University in Harrisonburg, Va., Dominion Energy sponsors KidWind, an engineering design competition where students in grades 4-12 build a wind turbine using a given generator and compete to generate the most energy. Students also prepare a presentation to justify their design and show their documentation to a panel of industry expert judges. Our charitable foundation made a \$60,000 donation to the Boys & Girls Clubs of the Virginia Peninsula for a multipurpose tutoring and game room.

In October 2019, we announced a two-year fellowship program through which students from military families will receive full tuition and other assistance to attend Virginia community colleges. Forty-three students have been or will be chosen as Dominion Energy Fellows.

Our company is especially eager to help veterans through a wide array of programs and events tailored to their specific needs.





Serving Customers & Communities

# Community Development / Philanthropy

WHAT YOU SHOULD KNOW

The Dominion Energy Charitable Foundation is the philanthropic arm of our company. Its overriding purpose is to improve the physical, social, and economic well-being of the communities we serve.

## Dominion Energy Charitable Foundation

The Dominion Energy Charitable Foundation is the philanthropic arm of our company. Its overriding purpose is to improve the physical, social, and economic well-being of the communities served by Dominion Energy. The Foundation is a registered 501(c)(3) charity governed by a board of directors consisting of Dominion Energy officers and staff. A corporate group of regional Community Investment Boards advises the Foundation board, assisting with grant proposal reviews and making recommendations.

### Focus Areas

Here are some of the areas we focus on:

- **Human needs** grants that support increased food security, housing and shelter, and access to basic medical and health care;
- **Environmental stewardship** grants to protect natural resources and help non-profit organizations make efficient use of energy;
- **Education** grants to develop the capacity of the future workforce, especially in STEM and energy fields; and
- **Community vitality** grants to foster an appreciation of diversity, revitalize neighborhoods, and ensure a vibrant community through support of cultural endeavors.

In 2019, the Foundation gave \$21.2 million to hundreds of organizations in more than 20 states. When combined with the company’s energy-assistance, direct-giving and similar programs, Dominion Energy contributed \$48.5 million to social betterment in 2019.

The Dominion Energy Charity Classic, a PGA TOUR Champions playoff tournament, supports veterans-related causes and other charities. In 2019, the Charity Classic raised more than \$1.7 million for charitable causes, bringing the four-year total to more than \$3.5 million. Among other

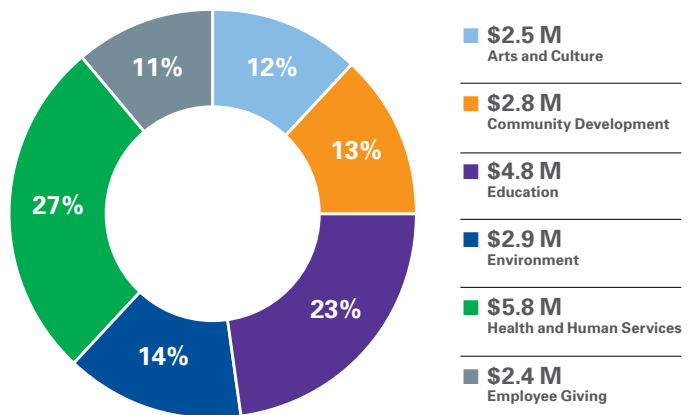


A groundbreaking ceremony for the International African American Museum in Charleston, S.C., was held in 2019. The Dominion Energy Charitable Foundation made a \$2.5 million pledge to the planned project.

### Dominion Energy Charitable Foundation Spending/Giving, 2019\*

Dollar values are in millions.

\*Does not include EnergyShare or ThermWise Funding



Serving Customers & Communities

Community Development / Philanthropy

worthy causes, the event — now the largest fundraiser in central Virginia — supports the Richmond Fisher House, which provides free housing for family members of veterans receiving treatment at the Hunter Holmes McGuire VA Medical Center, and the Virginia Values Veterans program, which helps provide career opportunities for veterans transitioning into the civilian sector.

**SCANA Integration**

At the beginning of 2019, Dominion Energy merged with SCANA Corporation. Total giving from the business units formerly organized under SCANA totaled more than \$7 million for the year. That sum includes the company’s \$2.5-million donation to the planned International African American Museum in Charleston, South Carolina. In addition, the company also provided \$25,000 to give a thousand museum memberships to people served by the Charleston Promise Neighborhood, a non-profit dedicated to breaking the cycle of poverty.

In 2019, the former SCANA enterprises contributed \$150,000 to energy assistance, and pledged to continue corporate giving to the United Way at historically high levels of more than a half-million dollars each year through 2022.

“This gets us over our fundraising ‘heartbreak hill.’ ”

**Michael Boulware Moore**  
Former International African American Museum President, on Dominion Energy’s Grant

**Dollars for Doers**

Through this program, launched by the former SCANA companies in 2015, employees who volunteer 20 or more hours of personal time to a non-profit cause in any given calendar year can submit a request for a \$500 grant to any qualifying charity. Employees are eligible for up to three such grants each year.

In 2019, the company made 514 such grants, totaling \$257,000. Because Dollars for Doers has proven such a success in South Carolina, Dominion Energy has expanded the program across the entire company.



The Dominion Energy Charitable Foundation pledged \$2.5 million to the planned International African American Museum in Charleston, S.C.

## Environmental Grants

In 2019, the Dominion Energy Charitable Foundation awarded \$1.6 million in grants to 135 organizations working to improve natural spaces or teach about the environment. Among the beneficiaries:

- The James River Outdoor Coalition in Richmond, Va., to make kayaking and canoeing the James River accessible for paddlers with special needs. [Watch a video about the impact of this effort.](#)
- Enrichment Foundation, also in Richmond, to restore gravesites and walkways at Evergreen Cemetery, where nationally known African-Americans are buried.
- Science students at Open High School in downtown Richmond, who started an urban pollinator program within a secure apiary provided by Dominion Energy volunteers. Students nurtured two beehives while learning about the importance of pollinators and beekeeping practices.
- The Avian Conservation Center in Awendaw, S.C., to study and preserve local birds of prey. [Watch a video about the center's work.](#)
- St. Mary's River Watershed Association in Saint Mary's, Md., to install reefs and spat as part of ongoing oyster restoration efforts.
- The Thanksgiving Point Institute in Lehi, Utah, to provide K-12 students with field trips to its butterfly biosphere
- The Foodbank of Southeastern Virginia, for its Healthy Mobile Pantry that delivers more than 900,000 healthy meals each year to food-insecure households in the region. [Watch a video about its work here.](#)
- The United Way of Harrison County, W.Va., to provide housing and social services to homeless veterans, and healthy meals to seniors and others in need. [Watch a video about its work here.](#)
- The USO of South Carolina, for its Holidays for Heroes campaign supporting military personnel who cannot be home with their families during the holidays. [Watch a video about the organization here.](#)
- Interfaith Community Outreach in Kill Devil Hills, N.C., to help uninsured and underinsured residents with medical or dental emergencies, including treatment, transportation, cancer support, prescriptions, and counseling.
- The Mountainlands Community Housing Association of Park City, Utah, to provide transitional housing and support services to people facing homelessness due to domestic violence, divorce, loss of employment, or other factors.
- The UNC-Chapel Hill Jaycee Burn Center, to which we gave \$100,000 for the creation of the Jay G. Rambeaut Patient Care Fund, in honor of a Dominion Energy employee who was killed in April, 2019, in an explosion caused by third-party damage to one of our gas lines in Durham, N.C.

## Critical Community Needs Grants

In 2019, Dominion Energy and the Dominion Energy Charitable Foundation awarded \$1.6 million in critical community needs grants to help feed, shelter, and care for people in need. The money was shared by more than 200 non-profit organizations providing essential human services across 12 states. Beneficiaries included:

- The Cleveland Municipal School District for its monthly fresh produce market for students and neighbors of Case Elementary School, which provides access to nutritious food, health screenings, and other services. [Watch a video about the program here.](#)
- Conexus Vision of central Virginia, for free in-school eye screenings ensuring that children have the best chance to learn and succeed in the classroom and in life. [Watch a video about the program here.](#)

Serving Customers & Communities

Community Development / Philanthropy

## Matching Funds

The Dominion Energy Charitable Foundation has a dollar-for-dollar funds-matching program to encourage employees and retirees to support eligible non-profit organizations. Employees and retirees can request matching gifts of up to \$5,000 per calendar year.

To encourage community service, any employee or retiree who (a) serves on the board of directors of a qualified recipient organization or who (b) gives at least 50 hours of volunteer service per year to that organization can request a 2-for-1 match of a gift once each calendar year.



## Sponsorships and Signature Programs

### Project Plant It!

In the spring of 2019, 70,000 students across 18 states received a free redbud tree seedling to plant through Dominion Energy's Project Plant It!, an environmental education program established in partnership with the Arbor Day Foundation in 2007 to teach children about the important role trees play in the environment. For the 2018-19 academic year, the program included new features to engage teachers, parents, and youth in learning about the science of trees and their environmental benefits. As of 2019, the program had distributed 570,000 seedlings since its inception.

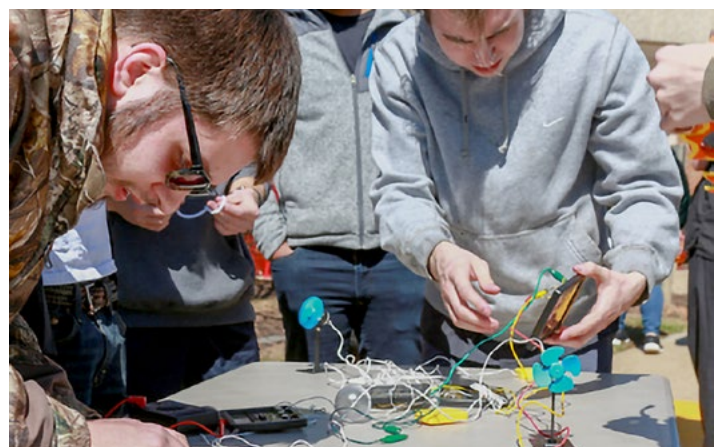


Project Plant It!

### Solar for Students

During the 2019-20 school year, 18 sites participated in our Solar for Students program. Sponsored by the Dominion Energy Charitable Foundation, the program offers K-12 students and educators a hands-on learning experience to generate electricity from a solar array installed on grounds accessible to students.

Participants receive a 1.2-kilowatt photovoltaic system that converts sunlight into electric power, as well as technical support, educational materials and training for educators. Each solar array will have a visual display that shows students and faculty real-time data on the amount of electricity generated. Each array will generate enough electricity to power up to 18 desktop computers, 40 ten-gallon aquariums or 15 42-inch LED televisions. Students will be able to track the generation of electric power by viewing their data online and can challenge



Students participate in hands-on activities during "solarbration," learning about their state's energy resources and how weather and temperature impact solar electricity.

HIGHLIGHT

## Vera Thoms

Vera Thoms started out with Dominion Energy as a human-resources contractor. During the past 17 years she has worked in a variety of departments, including philanthropy. In partnership with the National Energy Education Development Project (NEED), since 2015 she has helped make Solar for Students a success by holding workshops for teachers who want to learn about solar energy and pass that knowledge on to their students. A self-described “introvert who can be extroverted around those who give me peace,” Vera says the Solar for Students work is the most enjoyable part of her job.



other participating schools around the world to a solar power match. They will learn about their state’s energy resources and how weather and temperature impact solar power.

## Utah Arts Festival

The largest outdoor, multi-disciplinary arts festival in the Beehive State, the Utah Arts Festival hosts more than 80,000 visitors in Salt Lake City each June for an award-winning celebration of the arts.



Photo by Jeff Swinger. Used with permission of the Utah Arts Festival.

## Festival of the Trees

In Cleveland, the Allen Theatre hosts the annual Festival of the Trees. Visitors can admire Christmas trees decorated by local designers, enjoy live musical performances by local choral groups, and take in a performance of “A Christmas Story.”

## Dinosaurs Around the World

In Columbia, S.C., Dominion Energy was the presenting sponsor of “Dinosaurs Around the World: The Great Outdoors” at the Riverbank Zoo and Garden. The prehistoric safari featured more than 25 life-size, life-like, moving, roaring dinosaurs along the banks of the Saluda River. More than 100,000 Zoo guests explored life during the Mesozoic Era and on the supercontinent of Pangea where dinosaurs roamed.



Dinosaurs Around the World.

Serving Customers & Communities

Community Development / Philanthropy

### Strong Men & Women in Virginia History

The 30-year-old Strong Men & Women in Virginia History program, in which we now partner with the Library of Virginia, honors the achievements of African-American trailblazers who helped move Virginia forward. The program includes a student essay contest and provides resources for schools and libraries.

### Community Impact Awards

Made in partnership with *Cleveland Magazine*, these awards recognize non-profits for their work in economic or social revitalization. Since 1996, the Community Impact Awards competition has awarded more than \$1.8 million for economic and social revitalization projects.

### Dominion Energy Riverrock™

Dominion Energy Riverrock estimates attendance each year around 100,000. In addition to its “nation’s premier outdoor sports and music festival” title, in 2019, it was voted by Richmond Region Tourism as “RVA’s Tourism Event of the Year.”



Strong Men & Women in Virginia History.



Community Impact Awards.



Dominion Energy Riverrock.

## Community Development / Volunteerism

### WHAT YOU SHOULD KNOW

**We urge our employees to give back to their communities, and we provide one day of paid volunteer time off to non-union employees to encourage them to contribute to our annual volunteerism goal.**

Dominion Energy's formal community service program has thrived for more than three decades. Each year, the company sponsors one day of paid volunteer time off for each non-union employee and encourages participation in company-sponsored volunteer events, which contributes to our overall volunteerism goal. Our goal was to exceed 130,000 hours of employee volunteer time in 2019. We did so, volunteering 130,923 hours with 957 different organizations.



### Employees in Action

Employees in Action is a grassroots effort driven by Dominion Energy volunteers across the many states and communities served by Dominion Energy. Each year, hundreds of employee volunteers put their talent, time, and efforts into improving their hometowns during a year-long project blitz. Local employee volunteers work with local organizations such as parks, schools, and shelters, to select projects. In 2019, 557 volunteers completed 26 projects in seven states. Projects this year included removing invasive species from Mystic Aquarium in Connecticut and restoring a historic Union Pacific caboose in Rock Springs, Wyoming.



Historic Union Pacific caboose in Rock Springs, Wyoming.

Community Development / Volunteerism

### Other Activity

In 2019, our Shared Services division participated in a Volunteer Week of Caring, during which 57 employees from five different states donated more than 170 hours of community service. Volunteers cleaned up Belle Isle in Richmond, Va.; brought donations and packaged up food at Harvest Hope Food Bank in Columbia, S.C.; created care packages for for under-resourced women at the Malileh Free Clinic in Salt Lake City, Utah; supported instructional programs at A Second Home For You transitional home in Cleveland, Ohio; and collected more than 500 donated items from Shared Services employees to share with local foodbanks.

Employees at the V.C. Summer Power Station participated in two Palmetto Trail cleanup events in South Carolina.

Our Veterans Employee Resource Group participated in the Dominion Energy-sponsored D-Day 75th Anniversary “Final Salute” ceremony on June 6, 2019 in Bedford, Va. Now home to the National D-Day Memorial, Bedford suffered the largest proportional loss of any locality in the United States during WWII. Leaders of the Veterans Resource Group thanked more than 100 WWII veterans by providing breakfast and lunch and thanked the Greatest Generation veterans in front of a crowd of over 11,000 or more attendees.

In South Carolina, the Dominion Energy Military Appreciation Program at Darlington Raceway provided free tickets and hospitality for 300 active military personnel from Fort Jackson, Shaw Air Force Base, and McEntire Air National Guard Base attending the Monster Energy NASCAR Cup Series Bojangles’ Southern 500. In 2019, they received a VIP experience, including complimentary food and beverages, and a meet-and-greet with NASCAR Cup Series driver Kurt Busch. In the tent, military members had the opportunity to interact with Dominion Energy hosts and learn why G.I. Jobs ranked Dominion Energy No. 5 in its 2019 list of the top military-friendly companies nationwide.

The Troop Appreciation Fishing Derby takes a group of approximately 70 or more Wounded Warriors out for a day of striped-bass fishing with 26 boats on Lake Murray. Dominion Energy South Carolina provides volunteers and Pine Island facilities to assist the Bass Fishing Club that officially hosts the event.





## Workforce Development

Dominion Energy believes one of the most lasting ways to help others is to encourage their development as valuable contributors to society. To that end, the company works with a variety of organizations focused on workforce development. Those include:

### Virginia Energy Workforce Consortium

Dominion Energy hosted an annual meeting of the Virginia Energy Workforce Consortium (VEWC) to highlight our focus on increased reliance on renewable energy and discuss the need for increasing local curriculum inclusion of energy fundamentals. We hosted three of our main solar design and construction firms at this meeting to give them an audience of Virginia-based educators and career-development agencies with which they could network.

### SHINE Leadership Council

The Solar Hands-on Instructional Network of Excellence works with the public, private, and non-profit sectors to develop a qualified, diverse, and inclusive solar workforce and support local educational efforts to train people for careers in the solar industry. Dominion Energy has provided funding to SHINE for the past two years and expects to continue our Leadership Council involvement for the foreseeable future. SHINE funding helped the Virginia Community College System develop the Utility Solar Panel Installation Tech Program at Southside Community College. The VCCS plans to expand the program to other community colleges in its system.

### Center for Energy Education

The Center for Energy Education supports renewable energy research, education, and workforce development. Dominion Energy has worked with CEE to provide awareness of programs and helped put graduating students in contact with vendors contracted by Dominion Energy to design, construct, and commission utility-scale solar projects in Virginia and North Carolina. We also have made direct introductions between our design and construction vendors to CEE staff to support hiring fairs.

### Center for Energy Workforce Development

The Center for Energy Workforce Development (CEWD) is a non-profit consortium of electric, natural gas, and nuclear utilities that focuses on building a skilled-workforce pipeline



Cristo Rey Internship Program.

for the utility industry. Dominion Energy has been a member since 2007, and company executives have held various roles on the CEWD board and advisory council. With the CEWD and five other energy companies, Dominion Energy piloted, developed, and launched the Troops to Energy Jobs program. CEWD's energy education research, best practices, and curricula were helpful as Dominion Energy and other Virginia Energy Workforce Consortium partners stood up an education and training program for Virginia.

### Partnership for the Future

Dominion Energy has an agreement with Partnership for the Future, a college preparation and workforce development program aimed at breaking the cycle of poverty, to provide summer internships to selected high school students. Each student joins us after ninth grade and interns with us for three summers throughout high school. As of the end of 2019, eight PFF students were interning with us.

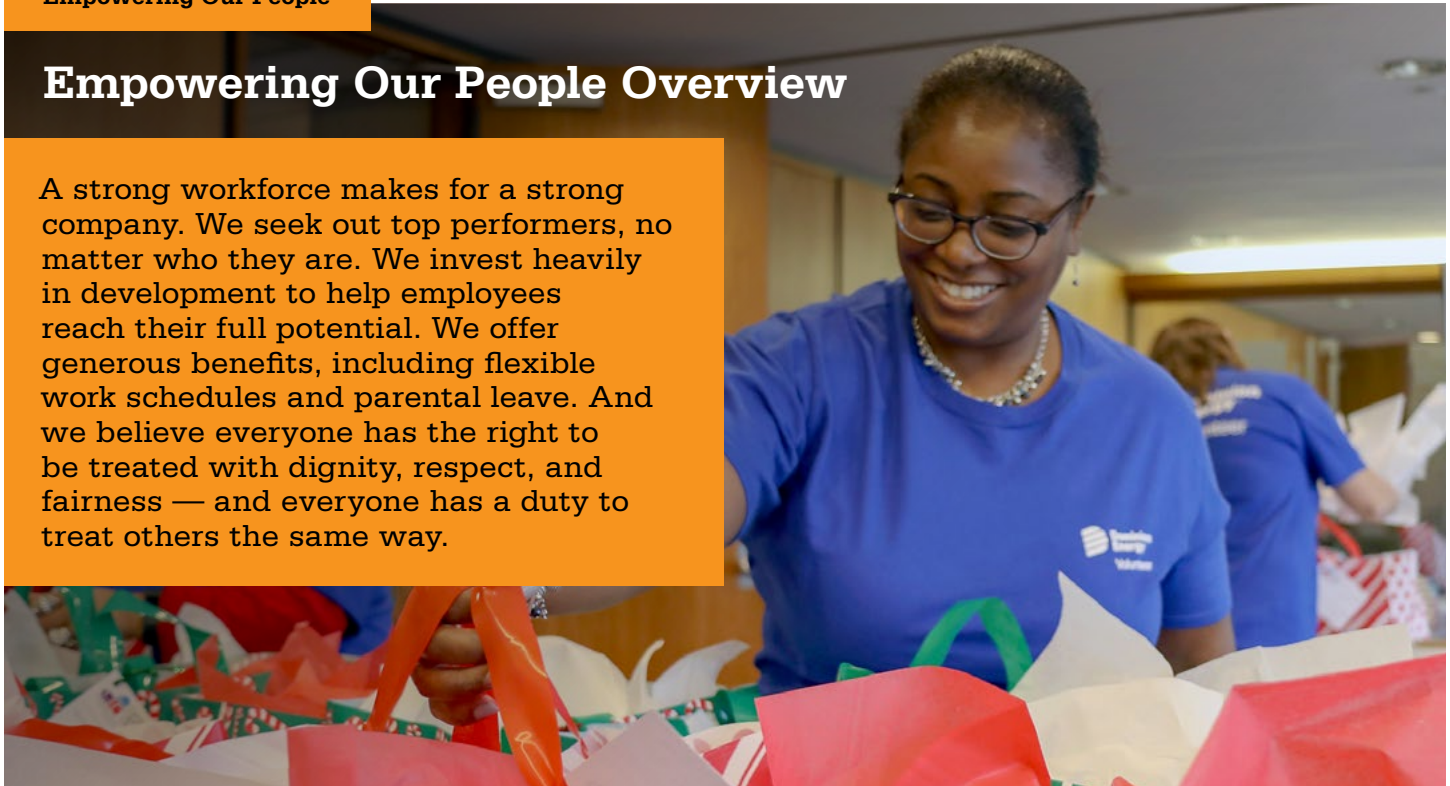
### Cristo Rey Internship Program

The Cristo Rey Richmond High School in Virginia educates young people from underrepresented communities through a rigorous college preparatory curriculum that integrates relevant work-study experience and enables them to graduate ready to succeed in college and in life. Dominion Energy was involved since the beginning, sponsoring the initial "Draft Day" where the students were selected for their corporate work-study opportunity, and in 2019 the company welcomed four of the school's students to the company.

Empowering Our People

# Empowering Our People Overview

A strong workforce makes for a strong company. We seek out top performers, no matter who they are. We invest heavily in development to help employees reach their full potential. We offer generous benefits, including flexible work schedules and parental leave. And we believe everyone has the right to be treated with dignity, respect, and fairness — and everyone has a duty to treat others the same way.



## ATTRACTING TALENT



We strive to create workspaces that meet the needs of our current employees and help attract new ones.

We have a multipronged strategy to make our workforce even more diverse.

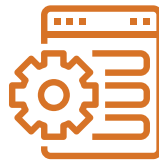
We make a special effort to recruit veterans.

Best year on record for safety performance in 2019.

**50**

scholarships worth \$5,000 each to diverse student interns each year.

## DEVELOPING TALENT



Our Career Center offers goal setting, interview coaching, personal branding, and more.

We have an evolving development program for leaders.

We have increased our reimbursement for education expenses.

**\$5,250–\$7,500**

annual reimbursement for employees participating in our Education Assistance Program.

## RETAINING TALENT



Our employee resource groups promote a welcoming culture and a diversity of perspectives.

We offer generous benefits, including parental leave and flexible work schedules.

We seek out employee feedback, and put it to use.

**99%**

of employees participated in direct-engagement sessions regarding diversity and inclusion.

## Attracting Talent

A company that hopes to have a successful future needs to attract strong candidates and retain talented employees. The roughly 19,000 Dominion Energy workers who provide energy to our customers and communities make up one of our greatest strengths. To ensure that we sustain that excellent workforce, we continue to improve how we attract new talent, develop employees and future leaders, and ensure that the work environment is diverse and inclusive.

## Developing Talent

We seek to continually craft a vibrant, forward-looking company that attracts the best people for the job no matter who they are, that welcomes diverse candidates, and that is inclusive of everyone.

## Retaining Talent

We want our employees to stay and grow with us, so we offer a wide range of opportunities for personal development and career advancement. We know that individual growth and success improve the odds of corporate growth and success.



## Empowering Our People

# Attracting Talent

We recruit potential employees from all walks of life, and we focus on recruiting and retaining top diverse talent through a variety of outreach efforts and a robust intern-to-employee pipeline.

## WHAT YOU SHOULD KNOW

We seek out top performers, no matter who they are.

We want our workforce to reflect the communities we serve.

We strive to create workspaces that meet the needs of our current employees and help attract new ones.



## Our Focus

Dominion Energy has always sought out top performers. But while excellence is a necessary condition, it is not sufficient. A workforce that reflects the communities we serve is critical to the future of our company and in the best interest of those communities.

As the demographics of the general population and those of working age change, the makeup of our workforce also must change. So we strive to be intentional with our hiring and retention strategies, and to focus on recruiting and retaining top diverse talent.

Our recruitment efforts focus on four key areas:

- **Educational institutions**, including high schools, community colleges, junior colleges, and career/technical education, as well as four-year colleges and universities;
- **Military resources**, including armed forces transition offices, veterans' representatives, and military-specific events;
- **Talent-pipeline resources** such as the Center for Energy Workforce Development, Troops to Energy Jobs, and community organizations; and
- **Employment branding** through social media, employee-resource groups, and other grassroots efforts.



**Empowering Our People**

**Attracting Talent**

We also maintain the Dominion Energy Ambassador Program, which allows participants from our Employee Resource Groups and other top performers and leaders to represent the company at recruiting events such as career fairs, panel discussions, and information sessions.

## Diversity Recruitment

At Dominion Energy, diversity is a strength that allows us to better serve our customers, foster innovation, and position the company for long-term success. We provide energy for everyone. To do that well, we must have a workforce that represents the diversity of the customers and communities we serve.

Here is a snapshot of diversity across our workforce as of December 31, 2019:

	% of workforce	% of management
Minorities	19%	13%
Women	21%	17%

From 2013 through 2019, we raised our diverse hiring rate from 27 percent to 45 percent — an increase of 18 percentage points. While we value the diversity we currently have, we seek to build on that progress by making our workforce even more representative. For that reason, we are stepping up our recruitment of women, minorities, people with disabilities, and other diverse candidates. Here are the main elements of our multipronged strategy to do that:

- **Participating** as a major sponsor of several national diversity-focused recruiting events as well as local events featuring large numbers of diverse candidates;
- **Revising** hiring protocols to feature on-the-spot interviews and accelerated job offers at large recruiting events, allowing the company to be even more competitive in securing the best talent;
- **Employing** a diversity recruiting specialist to inform, facilitate, and execute a diversity sourcing strategy for the company that capitalizes on national, regional, and local partnerships with organizations that have access to diverse talent pools;
- **Requiring** unconscious bias training for all hiring managers;



- **Offering** up to 50 scholarships worth \$5,000 each to diverse student interns each year;
- **Providing** tools for senior leaders to monitor progress on our diversity goals including throughput reports that show the percentage of diversity at every stage of the hiring process, from application through offer acceptance;
- **Implementing** a two-in-pool goal to interview at least two diverse candidates in every interview pool; and
- **Hosting** our first Diversity Student Conference (in 2019) with 125 diverse college students from 26 states or territories, including Washington, D.C. and Puerto Rico, with a goal of hiring diverse summer interns to fill our future workforce pipeline.

Diversity is not sustainable without an inclusive work environment that provides meaningful development opportunities. For that reason, the company is focused on training and mentoring for all employees, including women and minority employees. Emerging leaders will naturally be identified through these efforts, and these individuals will ultimately add to the diversity of our management team.

In addition to the systematic approach outlined above, Dominion Energy is constantly looking for other ways to bring more diversity into our organization and our thinking. For example, we are seeking candidates with the strongest work ethic, drive, and determination and broadening our views about the kinds of experience that will bring value to our company. That approach recently led to the hiring of an

## Empowering Our People

### Attracting Talent

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outstanding diverse candidate in our law department who might have previously been passed over.

In 2019, we held a “Careers in Energy” Diversity Student Conference in partnership with the Virginia Chapter of the American Association of Blacks in Energy (AABE) and Dominion Energy’s employee resource groups. We hosted 125 students from 74 colleges and universities across 26 states (including Washington, D.C., and Puerto Rico).

## New Branding Campaign

Dominion Energy’s goal to be an employer of choice depends on having an empowered and connected workforce. In 2019, we also launched a new employee branding and recruiting campaign, “The energy to love your life and your career,” meant to signal that we want our employees to fulfill their dreams and plans for both their careers and their lives — and we have plenty of opportunities for them to do so.



Students attending Dominion Energy’s “Careers in Energy” Diversity Student Conference in October 2019 had the chance to meet Tom Farrell, executive chairman. Asia Shell, a student at Virginia Commonwealth University, took the opportunity to snap a selfie with him.

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## Technical Recruitment

More than half the positions we need to fill do not require college degrees. So we work with career and technical education high schools to create a pipeline for many of those jobs. In 2018, we launched a Teacher Externship pilot program, bringing in three teachers for the summer to learn about our positions and the day-to-day roles of our employees. In 2019 we pivoted to a more enhanced skilled-worker recruitment strategy that is geographically tailored to our footprint.

We also are working with community colleges, and community organizations such as Goodwill Industries, to help develop trained individuals from the communities we serve. The main objective is to ensure that high school students understand they have alternative paths to rewarding careers in the energy industry. In 2019, for instance, employees mentored students at the Chesterfield, Va., Career and Technical Center, meeting with them each week and working with them on innovative energy projects to provide them with exposure to the industry and help them with career development.



## Empowering Our People

### Attracting Talent

## Military Recruitment

We make a special effort to recruit veterans. The objective of Dominion Energy's Military Program is to strengthen our network within the communities we serve and support military servicemen and -women while developing our talent pipeline. The program's key focus areas include recruiting and hiring top military talent; providing transition services and resources; offering training and resources for employees and leaders; participating in community improvement and charitable giving; and connecting servicemen and women to federal services.

Dominion Energy has established relationships with state departments of veterans' affairs, military installations, representatives of the National Guard and Reserves, and other veteran-service organizations. We offer \$5,000 scholarships to college interns and co-op students who are in the military, or who have honorably separated from it. In 2019, we introduced the Military Fellowship Program, which enables transitioning servicemen and -women to work at the company for up to 12 weeks before separating from the military. We have more than 50 in-house, G.I. Bill-approved on-the-job training and apprenticeship programs. Since 2012, we have hired more than 100 veterans per year.

As a result, several publications that serve the military — including *G.I. Jobs* and *Military Times* — repeatedly have recognized our company as one of the nation's leading private employers for veterans. (For more information, see the "[Awards](#)" listings in the "About Us" section of this report.) In 2020, 14 percent of our employees are veterans.

## Interns

We hire hundreds of college students each year to participate in paid internships. In 2019, we welcomed 328 student employees\* for the summer, representing 85 majors at 89 schools in 21 states, territories, and districts (including Puerto Rico and Washington, D.C.).

Our internships involve more than a few weeks on the job and a project or two. Over the course of the summer, interns gain practical experience in their chosen field, test classroom theories in real-world settings, and develop their professional skills. (In response to the coronavirus pandemic, in 2020 Dominion Energy created a virtual internship program



\*These data include the student workers at DESC during the summer of 2019, as well as Dominion Energy legacy interns.

## Empowering Our People

### Attracting Talent

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through which participants could work remotely, honing their digital abilities at the same time.)

The intern program provides a strong pipeline for entry-level professional roles. Historically, more than 70 percent of our interns return for multiple summers, and 75 percent of our seniors receive offers of employment. In 2019, 92 of the senior student employees (interns and student workers) were offered full-time opportunities and 75 of them (81 percent) accepted our offer. Of those, 39 — or 52 percent — were diverse. That is an increase in diversity of 2 percentage points over the previous year.

Dominion Energy also seeks opportunities to expand internship programs throughout the company. For example, Dominion Energy Ohio, in partnership with Gas Workers Union UWUA Local G-555, developed an internship specifically for positions that do not require a bachelor's degree.



600 Canal Place, Richmond, Va.

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## Improving Workspaces

Employee feedback is helping us design new workspaces, which not only improves daily conditions for existing employees but also helps us attract new ones. The Dominion Energy Workplace Plan is a company-wide effort to modernize workspaces to best meet the needs of employees, customers, and communities — now and in the future.

Planning and research for this transformative effort began in 2014. New workplace standards were developed through research, testing, and employee feedback.

In 2019, many of our employees moved into our new office tower at 600 Canal Place in Richmond. In addition to being LEED-certified at the Gold level, the building also includes a host of amenities for employees to enjoy, including a one-acre rooftop garden with walkways and seating areas; a large, well-equipped fitness center, lockers, and showers; ergonomic workstations, including sit/stand desks; focus rooms; rooms for nursing mothers; break rooms with refrigerators, microwaves, coffee makers, and more; and fun spaces holding foosball and pool tables, and a Scrabble wall. And in 2020, the company has made numerous adjustments at its work sites to address health and safety issues presented by the coronavirus pandemic. For more about our workplace sustainability efforts, see the section on "[Workplace Sustainability](#)."



Empowering Our People

## Developing Talent

Dominion Energy offers employees many opportunities for continuous learning, including career guidance and tuition assistance. We promote and offer continuous learning opportunities at every level across the company through online learning platforms and leadership development programs.

### WHAT YOU SHOULD KNOW

**We invest heavily in development to help employees reach their full potential.**

**We have an evolving development program for leaders.**

**We provide personalized coaching for career advancement.**



We want to promote a culture of continuous learning so people are empowered and encouraged to achieve and advance at Dominion Energy, so we devote considerable resources to employee and leader development.

## Investing in People

Our Employee Engagement and Development team oversees the company's approach to talent development, along with a Development Council that includes representatives from each business unit's training organization. The goal is to provide a consistent and progressive approach to training that engages the workforce and fosters a culture of learning company-wide.

We offer a variety of voluntary, open-registration courses employees can take to exert greater control over their career development and pursue their own path of continuous learning, as well as online self-paced learning opportunities, Blue Ocean Brain and LinkedIn Learning, that are accessible to all employees at any time.

The company has an evolving development program for leaders. An aspiring-leader guide offers those with a desire to rise in the company a self-directed process to establish the foundations for advancement. Our Emerging Leader Program



## Empowering Our People

### Developing Talent

provides employees with the knowledge and foundational skills to assume leadership roles, preparing a bench of future leaders for the transition into first-time leadership. The program consists of a framework of core courses to be integrated into the leadership programs run by the various business units.

Our New Leader Bootcamp has been revamped to make it more comprehensive, fast-paced, and hands-on so that new leaders are able to acclimate more quickly and with a higher success rate in their new roles. Finally, as leaders advance to higher levels in the company, they participate in Developing the Dominion Energy Leader — a multi-month journey focused on even higher levels of learning and exposure to broader Dominion Energy strategies. Outside the formal program offerings, our leadership-effectiveness team uses a variety of evaluation tools, from behavioral and personality assessments to the Korn Ferry 360-degree survey, to provide consultation and guidance to leaders and business units facing organizational development-related challenges.

All parts of the business work to identify and develop candidates for positions of leadership, and leadership training by our business units complements company-wide efforts. For example, Dominion Energy Virginia's Power Delivery group launched a leadership development series for managers, officers, and directors. The training provides real-life scenarios and covered topics including the key behaviors of an effective leader, building effective teams, foundational coaching skills, and understanding the financial implications of operational decisions.

In 2019, Dominion Energy Virginia's Transmission group held a series of training events to refresh employees on Human Performance (HP) skills. The HP program focuses not only on work methods but also on designing systems to reduce the likelihood of human error. The group has established a strong reputation as a thought leader in the HP space across our industry and is often called upon to demonstrate and/or present on our HP program and methods.

Our Learning and Development team rolled out additional open-registration courses for employees covering topics that align with the company's Drivers for Success — the key attributes the company expects its employees and leaders to demonstrate. The team also expanded the Insights Discovery program, a self-assessment tool that employees and leaders can use to build self-awareness and improve their leadership and team effectiveness.



Dominion Energy Employees Mike Chase (behind table) and Eric Dilandro (bottom right corner) discussed Dominion Energy's HP program and tools at the NERC Human Performance Conference in Atlanta, Ga.

Our IT team worked with Learning and Development to launch the Citizen Data Scientist program, which — along with a specialized citizen data scientist tool — can make advanced analytics accessible to a wider audience. The training teaches employees to develop their own data-driven hypotheses and prototyping, which can lower costs or identify revenue opportunities.

## Offering Guidance

Employees can make use of the Dominion Energy Career Center, which encourages them to take an active role in planning their careers by assessing their skill sets and interests, while informing them about positions in the company for which they are qualified. The Career Center offers career counseling, interview coaching, goal setting, résumé development, and more. The company also provides workshops on request, covering topics such as interview preparation, résumé building, and personal branding. From April (when we started tracking) through the end of 2019, 393 employees sought consultation with the Career Center.

In 2019, our Innovation group led a series of design thinking workshops for employees to foster greater creativity in the company culture.

Empowering Our People

## Retaining Talent

We want our employees to enjoy long and fruitful careers with Dominion Energy, so we focus on creating working conditions that make employees feel valued, appreciated, and respected.



### WHAT YOU SHOULD KNOW

We seek out employee feedback, and put it to use.

We offer generous benefits, including parental leave and flexible work schedules.

We believe everyone has the right to be treated with dignity, respect, and fairness — and everyone has a duty to treat others that same way.



## Retaining Talent / Employee Engagement

### WHAT YOU SHOULD KNOW

We don't presume to know what our employees want — we ask them. We take action based on their input.

### Seeking Input

#### Employee Engagement Survey

Every two years, Dominion Energy conducts a company-wide employee engagement survey. We use the results to refine our policies and operations. In 2019, for example, we made senior leadership available for more face-to-face interaction with front-line personnel — something employees asked for in the 2018 survey.

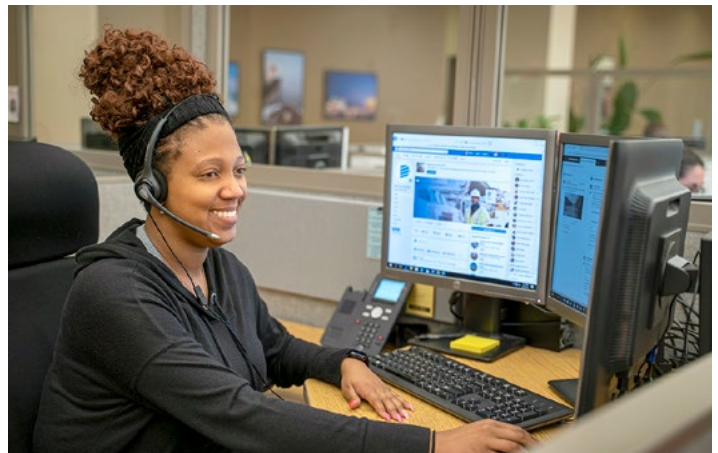
That survey's results indicated that employees count leadership's concern for the safety of workers, employees' understanding of the company's core values, and respect and collaboration among colleagues among the company's strengths. Employees also thought the company could do more to promote a culture of innovation and agility. See the "[Innovation](#)" section of this report to see how we are pursuing that objective.

Thanks to employee feedback and input, we have made other improvements as well — such as upgraded meeting-room technology, expanded flex scheduling, and expansion of access to learning and development programs.

We also have an executive who oversees employee engagement and development. That person works with our human-resources department and our business units to improve diversity and inclusion, enhance leadership and talent management, accelerate career development, strengthen employee engagement and performance, and refine how the company attends to employee concerns.

#### Innovation Participation

Our annual Spark Tank is a bottom-up pitch competition in which individuals or teams submit ideas for new products, tools, or process improvements that can advance the



business. Experts and executives judge the entries, but employees also can vote for their favorite ideas as well.

Innovation Guides and Accelerators are employees who work within business units and with their fellow employees to encourage creativity, build collaborative relationships, and shepherd emerging ideas through the development process.

## Retaining Talent / Employee Health and Wellness

### WHAT YOU SHOULD KNOW

The most essential part of any company is its people. Dominion Energy wants to help every employee lead a long and healthy life.

### Promoting Wellness

Healthy employees make for a healthy company, so Dominion Energy offers a robust health-benefits package and promotes a culture of wellness through free health screenings, onsite fitness centers at many locations, and programs such as “Well On Your Way.” We provide employees and their dependents a wide range of wellness offerings and health-management services to encourage preventive care and to support work/life balance. The program provides support for employees with health and work/life issues, including coaching programs offered by StayWell Health Management and The Life Resource Center partner, Beacon Health Options.



### Accommodating Families

#### Parental Leave

At Dominion Energy we understand the value of providing opportunity for new mothers and fathers to bond with their newborn or newly adopted child without worrying about work. The company offers up to three weeks of paid parental leave for eligible full-time employees and up to 60 hours of paid parental leave for eligible part-time employees.

#### Flexible Work Schedules

The company understands the importance of work/life balance; it offers a wide range of flexible work schedules in business areas that can accommodate diverse schedules that are unlike the traditional workweek (five 8-hour days).



## Retaining Talent / Diversity and Inclusion

### WHAT YOU SHOULD KNOW

Diversity and inclusion are important to our company. They not only affect our bottom line, they are an integral part of our core value of One Dominion Energy — our term for teamwork. We want our employees to show up as their authentic selves so they can build a community where differences are celebrated and perspectives are broadened.



### Bringing People Together

Research has repeatedly demonstrated that companies with diverse workforces are more innovative and perform better over time. But while those facts are noteworthy, how we treat people does not depend on dollars and cents. Dominion Energy considers diversity important not only from a business perspective, but also from an ethical perspective: Everyone has the right to be treated with dignity, respect, and fairness — and everyone has a duty to treat others that same way.

A diverse workforce also ensures that business decisions will be filtered through a rich variety of perspectives — raising internal awareness of how Dominion Energy’s activities could affect communities of color, the elderly, veterans, indigenous peoples, low-income individuals, individuals with disabilities, and many others.

The company promotes diversity at every level within the organization through diversity councils at both the executive and business-unit level. It also sponsors Employee Resource Groups (ERGs) to create a better sense of community and provide professional development opportunities for diverse employees. Our annual incentive plan for all leaders and employees includes diversity awareness and training goals.

These efforts have received national recognition. *Forbes* lists our company among the best in the world for diversity, and we have a perfect score on the Human Rights Campaign’s Corporate Equality Index. For a complete list of diversity-related commendations, see the “[Awards](#)” section of this report.



**Empowering Our People**

**Retaining Talent / Diversity and Inclusion**

## Employee Resource Groups

Dominion Energy’s ERGs bring together employees with shared backgrounds, interests, or perspectives to create a sense of community.

In 2019, we added two more ERGs to the existing six (for women, African-Americans, Latinx, LGBTQ+ employees, veterans, and young professionals): DiverseAbility, for employees who have disabilities or who care for someone who does, and the Asian Pacific Islander Resource Group. The company started seven new ERG chapters across the footprint, and it launched a DiverseAbility hiring initiative to increase the hiring of persons with disabilities.

In Virginia, our DiverseAbility ERG has formed a partnership with the Faison Center, a non-profit that helps children and adults on the autism spectrum lead fulfilling lives. In conjunction with Faison’s Adult Day program, Dominion Energy hosted coffee get-togethers where adults with autism could mingle with company employees and practice their social skills. To see news coverage of the “Coffee for a Cause” events, [click here](#).



600 Canal during Pride Month.

African American Resource Group	Asian Pacific Islander Resource Group	DiverseAbility Resource Group	Latino Resource Group	LGBTQ+ Resource Group	Veterans Resource Group	Women's Resource Group	Young Professionals Resource Group

Every ERG is open to all employees. The groups focus on community outreach, recruitment, networking, professional development, education, the exchange of ideas, and support. They also improve employee engagement and raise awareness of potential barriers to creating a diverse workplace.

The Executive Diversity Council is a management committee whose members include the Executive Sponsors of our ERGs and business unit diversity councils, in addition to members representing each business unit. All members are appointed by our chief executive officer. It designs and oversees the company’s diversity and inclusion strategy and monitors corporate performance against marketplace benchmarks and best practices.

## Empowering Our People

### Retaining Talent / Diversity and Inclusion

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In addition to the Executive Diversity Council, each of Dominion Energy's business units has established its own diversity council. While each business-unit council takes its own approach, they all share a mission to ensure alignment with the corporate diversity and inclusion strategy.

To further demonstrate and reinforce our commitment to diversity and inclusion, Tom Farrell, executive chairman, is one of 400 CEOs of the world's leading companies to join the CEO Action for Diversity & Inclusion Initiative. Dominion Energy also is a signatory to the Edison Electric Institute's Diversity and Inclusion Commitment, which seeks to improve the industry's diverse representation.

While the company is proud of its work in this area, we are eager to do more. For instance, our ERGs can be a rich source of employment referrals, but we have not yet tapped the full potential of such connections.



## Inclusion Through Technology

In 2019, Dominion Energy found ways to make technology work better for the people who work for us. These include:

- Click With Your Eyes, an eye-tracker tool that replaces a laptop mouse, allowing employees to operate a workstation with their eyes;
- A presentation translator that captions presentations in real time in the language of the viewer's choice;
- Large-print keyboards;
- On-screen keyboards; and
- Enhanced-resolution computer monitors.



## Retaining Talent / Labor Relations

### WHAT YOU SHOULD KNOW

**Dominion Energy respects the right of its employees to bargain collectively. Nearly one-third of our employees are union members, and we are committed to building and maintaining relationships with the local unions that represent them.**

### Bargaining Fairly

Dominion Energy respects and recognizes the right of its employees to bargain collectively through representatives of their own choosing for rates of pay, wages, hours of employment, working conditions and other terms and conditions of employment.

As of August 2020, nearly one-third of our employees are union members, and we are committed to building and maintaining relationships with the local unions that represent them. In 2019, the company bargained collectively and in good faith with the following locals in accordance with the National Labor Relations Act:

- International Brotherhood of Electrical Workers, Local Unions 50, 398, and 772
- Utility Workers Union of America (Gas Workers Union), Local Union G-555, AFL-CIO
- Utility Workers Union of America (United Gas Workers Union), Local Union 69, AFL-CIO
- International Chemical Workers Union Council of the UFCW, Local Unions No. 297-C, 298-C, and 528-C



Protecting The Environment

## Methane Emissions Reduction Appendix

From 2010 through 2019, Dominion Energy reduced methane emissions by 25 percent. It has done so by replacing infrastructure, improving processes and systems, and pursuing a wide range of voluntary initiatives. The “Methane Emissions Reduction” section in the main body of this report covers those efforts. This appendix provides additional details.

### Dominion Energy Methane Reductions (Since 2010)

Dominion Energy’s methane reduction efforts have prevented more than

**260,000 MT**

(metric tons) of methane from entering the atmosphere since 2010

the equivalent of taking almost



**1.4 million**

non-EV cars off the road for a year

or planting approximately



**110 million**

new trees.

## Understanding Methane Emissions and Sources

### Methane Emissions in the U.S.

In the United States, methane emissions make up approximately 10 percent of all greenhouse gas emissions. Agriculture is the country’s largest source of methane, accounting for approximately 38 percent — mostly from manure and the natural digestive process of livestock. The natural gas industry contributes approximately 22 percent of U.S. methane emissions, or approximately 2.1 percent of the national total of carbon dioxide equivalent (CO<sub>2</sub>e).



# Methane Emissions Reduction Appendix

## Methane Emissions in Dominion Energy's Natural Gas System

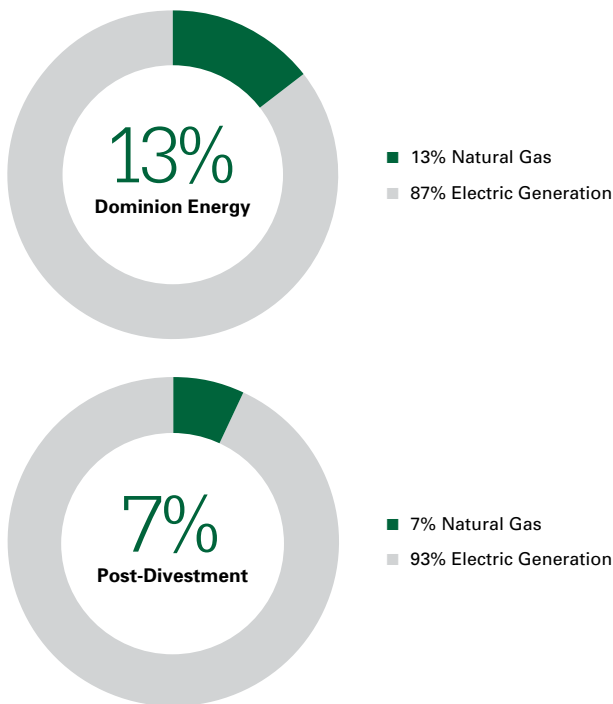
The primary sources of methane emissions from Dominion Energy's natural gas system are: 1) gas venting from maintenance and inspection activity; 2) minor releases from specific infrastructure and equipment such as uncoated vintage pipe, valves, and fittings; and, 3) small releases from facilities and metering and regulation stations. Each of these emission sources is subject to a variety of state and federal regulations, and Dominion Energy maintains programs to ensure strict compliance.

As shown in **Figure 1**, as a share of Dominion Energy's total carbon dioxide equivalent, or CO<sub>2</sub>e, emissions (including methane and carbon) from all electric generation and natural gas operations in 2019, the company's natural gas business accounted for 13 percent. In July 2020, Dominion



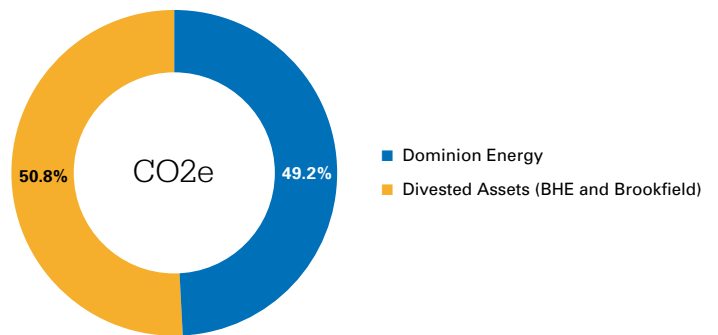
Energy announced a proposed divestment of a majority of its Transmission and Storage assets to Berkshire Hathaway Energy. After this divestment, the company's natural gas business will account for 7 percent of total Dominion Energy CO<sub>2</sub>e emissions based on 2019 levels.

**Figure 1: 2019 Dominion Energy CO<sub>2</sub>e Emissions<sup>1</sup>**



**Figure 2** provides a breakdown of Dominion Energy's 2019 emissions profile for its gas assets post-divestment to Berkshire Hathaway Energy (BHE) and Brookfield. These divestments will result in an immediate CO<sub>2</sub>e emissions reduction for the company's natural gas business of approximately 51 percent.<sup>2</sup>

**Figure 2: 2019 Methane and CO<sub>2</sub>e Emissions by Parent Company (percent)**



<sup>1</sup> Of the 13 percent of Dominion Energy's CO<sub>2</sub>e emissions from Natural Gas, approximately 6.3 percent was methane and 6.7 percent was from CO<sub>2</sub>.

<sup>2</sup> Dominion Energy's remaining assets to include DEO, DEWV, DEUWI, DESC, DENC, DE Wexpro and 50 percent ownership in DECP. BHE assets to include DETI, DECG, DEQP and 25 percent ownership in DECP. The remaining 25 percent of DECP was divested to Brookfield Super-Core Infrastructure Partners (Brookfield) in December 2019.

Protecting The Environment

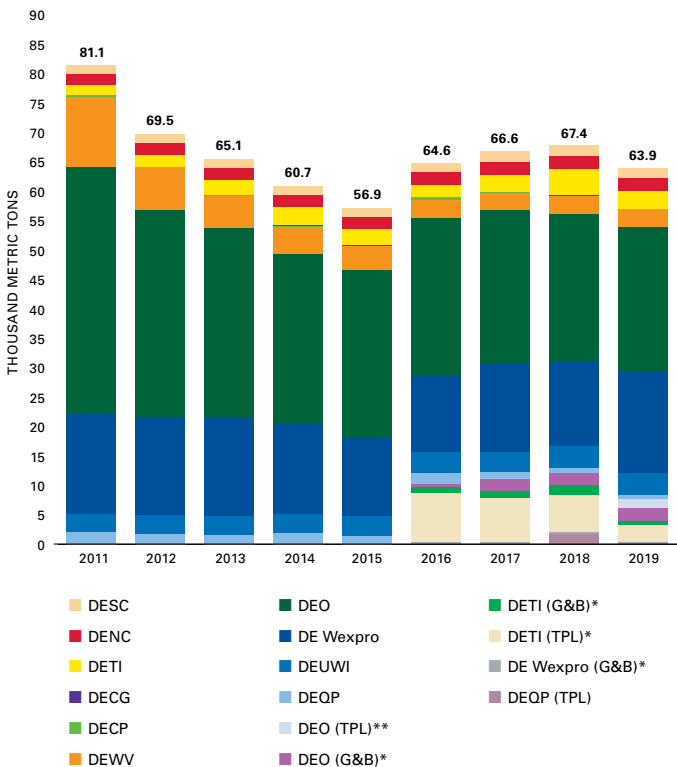
# Methane Emissions Reduction Appendix

## How Methane Emissions Are Reported

Because EPA’s reporting requirements exclude emissions from some minor equipment and in the interest of transparency, in 2018 Dominion Energy voluntarily adopted our own corporate inventory, which includes additional emissions sources and alternative calculation methodologies. **Figure 3** Dominion Energy’s EPA-reported methane emissions from 2011 to 2019 by subsidiary.

**Figure 3: Methane Emissions Reported to EPA by Subsidiary (thousand metric tons)**

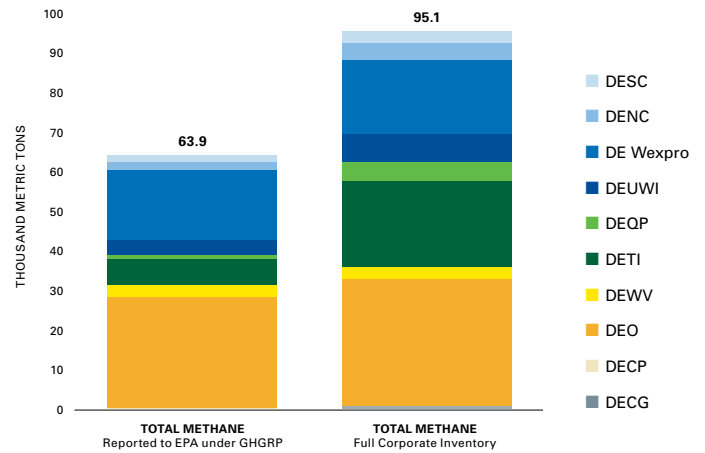
Additional information on the emissions reported to the EPA under the GHGRP, including station-by-station information, can be found at: <https://ghgdata.epa.gov/ghgp/main.do>.



\*Reporting segments added to EPA’s GHGRP in 2016  
 \*\*2019 was first year DEO TPL reported under EPA’s GHGRP, prior years were below the reporting threshold.

Dominion Energy continues to push for even greater transparency and accountability by integrating new, more representative methods and more comprehensive methane source inventories. **Figure 4** shows the company’s corporate inventory of methane emissions as compared to the inventory of emissions required to be reported to EPA for 2019.

**Figure 4: Dominion Energy Methane: EPA-Reported vs. Corporate Inventory for 2019 (thousand metric tons)**



In addition, Dominion Energy reports emissions on a rate or intensity basis. Emissions rates are measurements of methane emissions as a percentage of the total amount of gas that travels through the Dominion Energy gas delivery chain. **Table 1** and **Figure 5** provide updated methane emissions and emission rates for Dominion Energy’s natural gas assets based on the company’s corporate inventory. In 2019, Dominion Energy’s methane emissions rate across our entire natural gas infrastructure system was 0.110 percent.

Protecting The Environment

## Methane Emissions Reduction Appendix

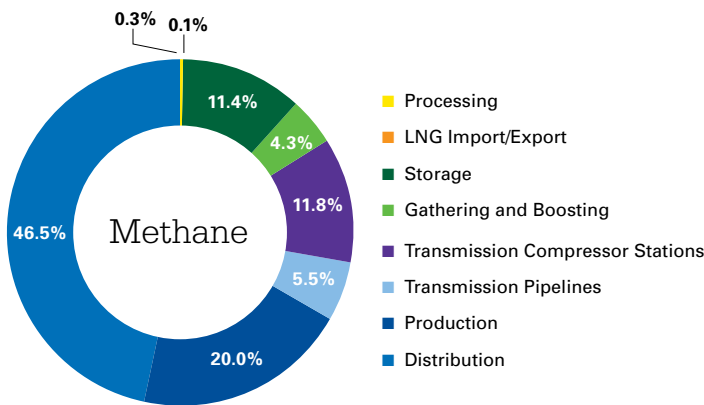
**Table 1: 2019 Methane Emission Rates from Dominion Energy’s Natural Gas Operations**

Natural Gas System Segment	Total Corporate Methane Emissions (mcf CH <sub>4</sub> ) (numerator)	Total Gas Throughput (mcf CH <sub>4</sub> ) (denominator)	Methane Emission Rate %
Production	992,281	50,653,337	1.959%
Gathering & Boosting	214,688	311,028,707	0.069%
Processing	14,505	46,590,109	0.031%
Transmission and Storage	1,421,092	3,157,140,470	0.045%
LNG Import/Export	6,914	229,135,507	0.003%
Distribution	2,304,829	719,394,608	0.320%
<b>Total</b>	<b>4,954,309</b>	<b>4,513,942,738</b>	<b>0.110%</b>

Note: 2019 emissions rate includes North and South Carolina gas assets which were acquired on January 1, 2019 in the SCANA merger. As the Company continues to implement our best practices in reducing methane emissions, the emissions rate is expected to decrease. By way of clarification and transparency, the company is restating its 2018 emissions rate from 0.102 percent to 0.114 percent. The update is the result of adding DESC and DENC gas operations for 2018, corrected EIA reports resubmitted in April of 2020, and a minor calculation update.

This data reflects Dominion Energy facilities and emissions calculated using more stringent methodology for corporate inventory reporting. Segments are consistent with EPA GHG Part 98 Subpart W definitions. Values reported are based on measurements of standard cubic feet of methane. Throughput calculated following ONE Future Coalition Protocol.

**Figure 5: Dominion Energy 2019 Methane Emissions by Segment (percent)<sup>3</sup>**



<sup>3</sup> Methane emitted by the company’s electric generation operations is less than 2 percent of total methane inventory for the natural gas businesses.

# Methane Emissions Reduction Appendix

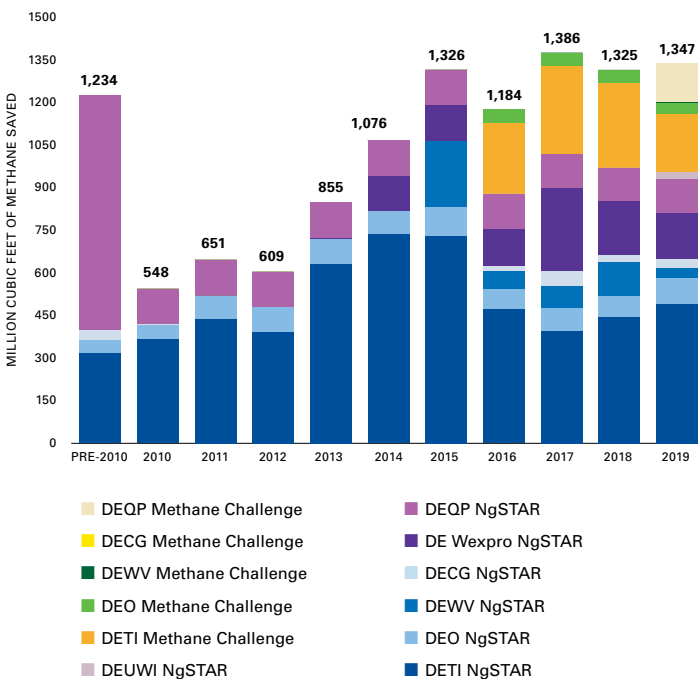
## Dominion Energy's Methane Emission Reduction Initiatives

Dominion Energy has been a founding member or leading participant in several landmark methane emissions reduction and benchmarking initiatives, including the EPA's Natural Gas Star (NgSTAR) Program, the EPA's Methane Challenge Program, the ONE Future Coalition, and the Natural Gas Sustainability Initiative (NGSI).

### Natural Gas STAR and Methane Challenge Methane Reductions by Business Unit

Figure 6 shows annual methane emissions reduction credits calculated under the NgSTAR and Methane Challenge Programs for Dominion Energy's natural gas businesses. Copies of the full reports showing methane emissions reductions and cumulative credits attributed to Dominion Energy for each NgSTAR and Methane Challenge Report will be included in **Appendix A** and **Appendix B**, respectively, once the reports are published by EPA.

**Figure 6: Methane Reductions Achieved Through EPA NgSTAR and Methane Challenge**



EPA's voluntary methane reduction programs, NgSTAR Program and the Methane Challenge Program, have provided a platform where proactive and progressive natural gas companies can voluntarily report methane emissions reductions from their operations through implementation of best management practices (BMPs), as well as progress towards commitments made under the Methane Challenge. **Table 2** lists several of the most successful BMPs implemented by Dominion Energy under the NgSTAR Program, Methane Challenge Program, and most recently through Dominion Energy's internal methane emissions reduction commitments.

**Table 2: Dominion Energy Best Management Practices for Reducing Methane Emissions**

Directed Inspection & Maintenance (DI&M)	Reducing Releases before Maintenance - Stations, Pigging, Pipelines (reduce pressure, capturing/rerouting gas)
Voluntary Leak Detection and Repair (LDAR)	Install Electric Compressors
Replacement of 'Older' Pipelines - Mains/Services	Use of Hot Taps
Replacement of Pneumatic Devices (High Bleed, Intermittent Bleed, Low Bleed)	Capped Emergency Shutdown (ESD) Tests
Installation of Air- or Electric (solar)- Driven Devices	Replace Orifice with Ultrasonic Meters
Engine Blowdown Recovery (EBDR)	Artificial Lift - Install Plunger Lifts