



2023 At-a-Glance



Virginia Natural Gas is proud to be the company that our customers depend on each day to fuel their daily lives. Because of our commitment to the communities where we work and live, we strive to be the safest, most customer-focused and reliable natural gas service provider in Virginia.

Year founded

1850 in the City of Norfolk

Customers

More than 310,000 homes and businesses

Employees

400+

Infrastructure

5,500 Miles of pipeline
300 Fleet vehicles

Regional offices

Virginia Beach
Newport News
New Kent

Proudly serving

City of Virginia Beach
City of Chesapeake
City of Norfolk
City of Suffolk
City of Hampton
City of Newport News
City of Williamsburg
City of Poquoson
James City County
York County
King and Queen County
King William County
Hanover County
New Kent County
Charles City County

Parent company

Southern Company (SO)



11 years in a row finishing in the 1st quartile with **J.D. Power**



32% reduced emissions since SAVE program began in 2012



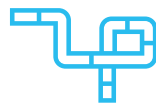
\$1.5M+ in **donations** to more than **70** local organizations



Up to 50% of our customers' annual supply is greener, **differentiated gas**



\$46M in goods and services purchased from minority, women and veteran-owned businesses



550+ miles of pipeline replaced under the accelerated **infrastructure modernization program (SAVE)** since 2012



\$177M invested in **capital spending**



950 employee volunteer hours

Virginia Natural Gas and the Communities We Serve

Our Economy – Fueling Our Local Economy in More Ways Than One

Virginia Natural Gas plays a critical role in our regional economy and is an active participant in the economic development of our service area. In Virginia, the industrial sector is the second-largest natural gas-consuming segment behind electric power generation. Manufacturing companies, ship building and repair industries, port-related industries and the military utilize natural gas for their energy needs. Virginia Natural Gas proudly serves more than a dozen military installations throughout Hampton Roads.

Our Environment - Taking Action Toward a Sustainable Future

At Virginia Natural Gas, we pursue our climate and stewardship goals not just because they are good for the customers and communities we serve, but because we're improving the quality of life for generations to come. With its domestic abundance, affordability and low emissions profile, America's energy future includes a significant role for natural gas. Natural gas's reliability and resiliency also make it critical to America's energy mix. As we look to the future of the citizens and businesses served by Virginia Natural Gas in southeast Virginia, natural gas will work in partnership with renewable energy sources, providing a solid foundation for bringing more renewables online.

Virginia Natural Gas is a **leader in the country** in the use of responsibly sourced natural gas. We are now supplying up to one-half of our customers' annual demand with natural gas that is certified to be produced with lower greenhouse gas emissions. In addition, we have launched a Sustainable Gas Program, which includes a five-year pilot to encourage the development of renewable natural gas (RNG) production facilities within the Virginia Natural Gas service territory.

Safety and Reliability - Steps to Advance Virginia's Energy (SAVE)

SAVE, our pipeline modernization program, allows us to upgrade our pipelines and aging infrastructure to enhance the safety and reliability of our system for years to come. Since we began our SAVE efforts in 2012, we have retired more than 550+ miles of aging pipeline.

In 2019, Virginia Natural Gas received approval from the Virginia State Corporation Commission to continue for Phase 3 of this program, which will allow us to continue our efforts through 2024. SAVE Phase 3 will enhance the safety and reliability of our system and help reduce greenhouse gas emissions by:

- Reducing system integrity risks associated with customer outages, corrosion, equipment failure, material failure or natural forces.
- Improving reliability and safety through replacement of higher-risk segments.
- Providing environmental benefits now and into the future through leak reduction.

Nearly \$75M was spent on SAVE projects in 2023 alone. For a current list of SAVE projects, visit virginiannaturalgas.com/neighborhood

Energy Savings for Customers

The Virginia Natural Gas Energy Efficiency Program is designed to help customers take control of their energy use at home. This free program provides education, tools and resources, and financial rebates to make energy use in the home more efficient and affordable. This program features:

- Money-saving rebates on the installation of new qualifying natural gas equipment, like high efficiency furnaces, tank-style and tankless water heaters and SMART thermostats.
- A free online home energy audit complete with a comprehensive report and personalized recommendations for saving energy in their home.
- Option to choose one of three free energy-savings kits filled with easy-to-install items to help make their home more energy efficient.
- Home energy reports that encourage behavioral changes to help customers conserve energy use.

For additional details about the program, visit virginiannaturalgas.com/energyefficiency.