

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.



8 years – in a row that VNG has finished in the 1st quartile with J.D. Power



27% – Reduced emissions since SAVE program began in 2012



\$1.2M+ – In 2020 donations to 45 local non-profit organizations (including \$720k to local HBCUs)



30,000+ – Energy Efficient online home energy audits taken by customers in 2020



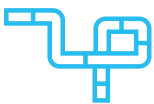
33% – Spent with minority, veteran and women owned businesses in 2020



\$142.8M – Invested in capital spending in 2020



25% – of our customers' annual supply is greener, differentiated gas



412 – Miles of pipeline replaced under the accelerated infrastructure modernization program (SAVE) since 2012



5 years – in a row we've been recognized by VOGA/DMME for our safety and community outreach efforts

Year founded

1850 in the City of Norfolk

Customers

More than 300,000 homes and businesses

Employees

325

Infrastructure

5,500 Miles of pipeline
280 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)

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 12 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 VNG in southeast Virginia, natural gas will work in partnership with renewable energy sources, providing a solid foundation for bringing more renewables online. Natural gas is a great fuel for flexible, fast-ramping generation and reliable energy storage to help minimize the risk of power disruptions during periods of peak demand. Our pipeline infrastructure is also critical to supporting the deployment of low-carbon fuels like Renewable Natural Gas and hydrogen.

Safety and Reliability - Steps to Advance Virginia's Energy Plan (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 412 miles aging pipeline.

In 2019, VNG 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 \$50M was spent on SAVE projects in 2020 alone. For a current list of SAVE projects, visit virginianaturalgas.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. In fact, last year's program was an overwhelming success with a 240% surge in the number of online home-energy audits taken. Notable increases in requests for our energy-savings kits and high-efficiency rebates also added to the success of the program. The Energy Efficiency Program currently offers VNG customers:

- Money-saving rebates on the installation of new qualifying natural gas equipment like high efficiency furnaces, 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.
- A free energy-savings kit filled with easy-to-install items to help make their home more energy efficient.

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