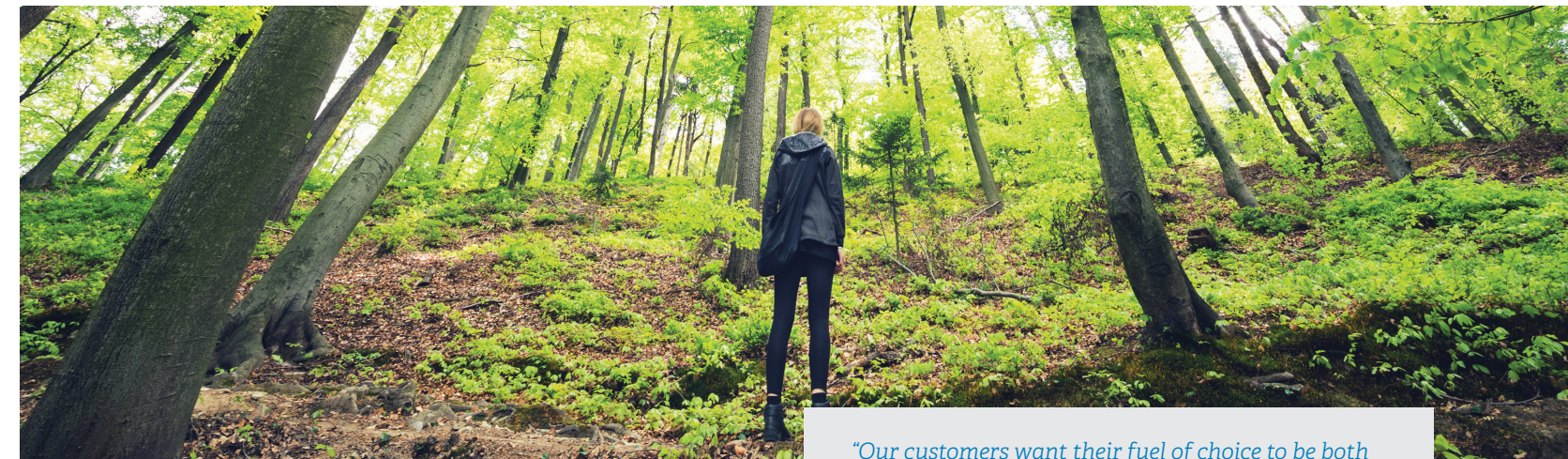


Community Brief



"Our customers want their fuel of choice to be both clean and economical. Stakeholders want to know we're working to be a part of the climate solution. This independent third-party certification using state-of-the-art wells provides both transparency and accountability. We know that to meet our goals will require not only aspiration but working with our stakeholders, regulators, and supply chain partners to obtain excellent results for our customers and our communities."

Jim Kibler, VNG president

Virginia Natural Gas raises the bar on lowering emissions

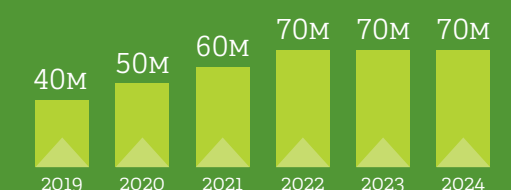
In 2019, Virginia Natural Gas (VNG) announced it aims to be the first natural gas utility in America to provide its customers with natural gas that is 100% sourced, transported and distributed by companies that have pledged to reduce greenhouse gas emissions to less than 1% across the natural gas value chain. And as a down payment on that pledge, it announced a deal to source one-fifth of its customers' annual natural gas supply from select, low-emission wells operated by Southwestern Energy (SWN).

The gas purchased from SWN wells has been certified through the Independent Energy Standards Corporation Trustwell™ Responsible Gas Program. The program's goal is to manage emissions and produce natural gas in a more sustainable way that produces an even cleaner fuel using an independent, third-party rating system for gas wells or entire asset bases.

Purchasing this next generation natural gas complements VNG's efforts to reduce greenhouse gas emissions through additional initiatives such as its Energy Efficiency Program and its pipeline modernization program, SAVE, that started in 2012. Through SAVE, VNG has replaced more than 350 miles of older, aging pipes with more modern pipes that have reduced greenhouse gas emissions by more than 25%, taking the equivalent of 13,000 vehicles off the road.

Virginia Natural Gas has received regulatory approval to continue its infrastructure modernization program to further safeguard the communities it serves. The Virginia State Corporation Commission approval will allow the company to continue bolstering the safety and reliability of its natural gas distribution system by replacing aging pipelines and expanding its SAVE program for an additional five years.

SAVE Phase 3 Program Investment



Virginia Natural Gas | Energy Efficiency Program

Helping our customers take control of their energy use

The Virginia Natural Gas Energy Efficiency Program offers residential customers a wide array of energy saving measures and incentives such as money-saving rebates on new energy-efficient natural gas equipment and weatherization tools and tips to help them use energy more wisely and reduce their carbon footprint. Helping our customers become more efficient with their energy use is important to us. Not only are we helping customers save energy and money while staying comfortable in their homes, we're also helping them protect the environment.

Our free online home energy assessment walks customers through the rooms of their home in a matter of minutes helping to identify areas where they can become more energy efficient through a customized report. They can also request a free energy-savings kit that contains easy to install home weatherization items to help save energy and money on their energy bills.

This year's free energy-savings kit is delivered by mail and includes:

- shrink-fit window kit
- 17' roll of closed-cell foam weather stripping
- eight (8) outlet foam gasket insulators
- four (4) light switch foam gasket insulators



To take the audit, customers can visit virginiannaturalgas.com/audit. Customers must have their Virginia Natural Gas account number available to take the audit.

For more information on our Energy Efficiency Program, please visit us online at virginiannaturalgas.com/energyefficiency.

Customers

More than 300,000 homes and businesses

Employees

300

Infrastructure

5,500 Miles of pipeline
280 Fleet vehicles (on and off road)

Regional offices

Virginia Beach
Newport News

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)

virginiannaturalgas.com

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Partnerships that make an impact in the community and on the environment

Virginia Natural Gas-sponsored grant supports continued restoration of Elizabeth River



The Elizabeth River Project was awarded its first Virginia Natural Gas-supported conservation grant that will help the organization continue restoring the Eastern Branch of the Elizabeth River, rebuild oyster reefs, and engage in community stewardship and education.

The project will use the latest technology to create new oyster habitats which will mimic natural reefs, improve water quality, and bolster the biodiversity characteristic of southeastern Virginia.

The grant, awarded through the Five Star and Urban Waters Restoration Program, supports projects that develop community stewardship of natural resources and address water quality issues in priority watersheds across the country.

“Virginia Natural Gas is proud to continue our long-standing promise to natural resource conservation and stewardship through the Five Star and Urban Waters Program,” said Jim Kibler, president of Virginia Natural Gas. “We have a vested interest in preserving and protecting our natural coastal habitats. Through this grant, we are giving back to the customers and communities we are privileged to serve.”

The Five Star grants are awarded through a partnership between VNG’s parent, Southern Company, and the National Fish and Wildlife Foundation (NFWF) as well as other public and private funders.

The \$50,000 grant to the Elizabeth River Project will have a \$120,00 on-the-ground impact with the grantee’s match.

Virginia Natural Gas volunteers ensure longleaf pine restoration project gains firm footing

Recently, Virginia Natural Gas (VNG) volunteers set out across the 2,700-acre Piney Grove Preserve forest in Waverly, VA to plant more than 600 longleaf pine seedlings. VNG volunteers paired up with conservationists from The Nature Conservancy (TNC) to help restore the longleaf pines in the preserve and bring back the once majestic forest.

For centuries, the longleaf pine was perhaps the most common forest tree species throughout Southeast Virginia. It was also home to wildlife that depended on the forest for its habitat, such as the now endangered red-cockaded woodpeckers. But the once abundant tree has been eliminated to fewer than 200 mature, native longleaf pine trees known to exist in the state.

For the past 16 years, Southern Company has been committed to helping restore the once prolific iconic longleaf pine forests. This summer, along with other public and private organizations, the company contributed to \$6.3 million in grants from the National Fish and Wildlife Foundation to restore, enhance and protect longleaf pine forests in nine Southeast states, including forests in VNG’s service territory.

VNG also made a \$50,000 donation this past fall through the Southern Company Gas Foundation to help kick-start an educational program at Tidewater Community College that will teach firefighters the proper way to conduct controlled burns. The longleaf pine is a fire-adapted species that depends on controlled burns for survival.



“Virginia Natural Gas prides itself on our involvement to create a positive impact on our region’s environment,” said Jim Kibler, president of Virginia Natural Gas. “We have a long history of environmental stewardship and we support projects that strengthen the restoration efforts of the longleaf pine in Southeast Virginia and the native wildlife it supports.”

“This takes a huge commitment of time and resources,” said Holly Korab, TNC Corporate and Foundation manager. “It’s exciting to partner with such a great company that is dedicated to helping and preserve this important piece of our ecological system here in Southeast Virginia.”

A Year of Giving

Virginia Natural Gas is committed to making a difference in the communities we serve. In 2019, VNG supported more than 40 local organizations through volunteerism projects and charitable giving totaling more than \$410,000 including:

- The Elizabeth River Project

United Way of SHR Virginia Beach Tragedy Fund

United Way of South Hampton Roads

Salvation Army

Something in the Water

Hampton Roads Workforce Council

Business Consortium for the Arts

VA Gentleman Foundation

CHIP

ForKids

American Heart Association

Chrysler Museum of Art

ACCESS College Foundation

Don Carey REECH Foundation

Foodbank of Southeast Virginia

Ronald McDonald House Charities – Norfolk

Virginia Aquarium

Union Mission
- The First Tee of Hampton Roads

Armed Services YMCA

Horizons Hampton Roads

An Achievable Dream

The Nature Conservancy

Special Olympics Virginia

March of Dimes

Els for Autism Foundation

American Red Cross of Coastal VA

United Way of the Virginia Peninsula

Boys & Girls Club – VA Peninsula

TNCC Educational Foundation

Jimmye Laycock Foundation

Virginia Peninsula Foodbank

United Way of Greater Richmond

USO of Hampton Roads

The Faison Center

VCU Veteran’s Scholarship Fund



Recent Awards & Recognition

- A Top Workplace in Hampton Roads**

by Inside Business, the Hampton Roads business journal
- Top 20 Trusted Business Partners**

among utilities according to a Cogent Syndicated study by Escalent
- DMME/VOGA Safety Award**

for our work on natural gas public safety outreach efforts
- DMME/VOGA Partnership Award**

for our collaboration with Tidewater Community College and Old Dominion University to develop our Experiential Learning Program
- Community Impact Award**

from CoVaBiz and CoVa Magazine