

# 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.



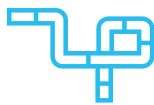
**10 years** – in a row that VNG has finished in the 1st quartile with J.D. Power



**\$2M+** – in 2022 donations to more than 50 local organizations (including our largest single grant of \$750K to Salvation Army EnergyShare program)



**\$50M** – in goods and services purchased from minority, women and veteran-owned businesses in 2022



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



**31%** – reduced emissions since SAVE program began in 2012



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



**450+** – employee volunteer hours worked in 2022, supporting more than 20 community activities and events



**\$151M** – invested in capital spending in 2022

## Year founded

1850 in the City of Norfolk

## Customers

More than 300,000 homes and businesses

## Employees

400+

## Infrastructure

5,500 Miles of pipeline  
295 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.

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 VNG 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 500 miles of 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 \$70M was spent on SAVE projects in 2022 alone. For a current list of SAVE projects, visit [virginiannaturalgas.com/neighborhood](https://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. We recently launched a new and improved three-year Energy Efficiency Program (EEP) that offers more customer engagement options than previous years. The new program features:

- A wider variety of 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.
- New home energy reports that encourage behavioral changes to help customers conserve energy use.

For additional details about the program, visit [virginiannaturalgas.com/energyefficiency](https://virginiannaturalgas.com/energyefficiency).