

Community Brief

COVID-19 Operations Update – helping our customers

The wellbeing of our customers and employees is central to every decision we make at Virginia Natural Gas. As the impacts of the coronavirus (COVID-19) unfold, we continue to assess the needs of our customers and communities to make sure we're providing all the support we can by educating customers on energy assistance funds, offering new extended bill payment options and sharing energy-saving tips.

Energy Assistance Resources:



211 Virginia

211 Virginia helps connect customers to energy assistance resources in their local area to help them pay their bills. Contact **211 Virginia** (dial 2-1-1) for a list of local resources and funding available for emergency assistance. Help is available 24/7. Visit [211virginia.org](https://www.211virginia.org).

Salvation Army EnergyShare

Virginia Natural Gas and our customers donate funding each year for the EnergyShare program, which is administered by the Salvation Army and offers bill payment assistance to residential customers in need.

Since the crisis began, VNG has worked with the Salvation Army to modify the eligibility criteria in order to assist more customers who may be experiencing economic hardship during this time.

Customers can contact their local Salvation Army to make an appointment:

South Hampton Roads: **757.543.8100**

Suffolk: **757.539.5201**

On the Peninsula: **757.838.4875**

LIHEAP Energy Assistance Funding (CARES Act)

The federal Low Income Home Energy Assistance Program (LIHEAP) helps those in need pay their heating expenses. The annual enrollment period begins the second Tuesday in October and runs through the second Friday in November. Additional funds may be available through the CARES Act. For updates and additional information, call **800.230.6977**, option **8** or visit dss.virginia.gov/benefit/ea.

Extended Payment Arrangements:

To further assist our customers through the current effects of the COVID-19 pandemic, VNG is offering extended payment plan options up to 12 months for customers in need with no down payments.

These measures are designed to help customers avoid service disconnections and lower monthly payments by spreading out costs over time. Customers can establish a payment arrangement online at virginianaturalgas.com.

Energy Efficiency Program:

Saving energy saves money. Our Energy Efficiency Program offers a FREE online home energy audit that's quick and easy to complete and provides a detailed report on ways to save energy in your home. Customers can also request a FREE energy-savings kit mailed directly to their home. For additional information or to take the audit, visit virginianaturalgas.com/energyefficiency.

Community Focus

Virginia Natural Gas is committed to making a difference in the communities we serve and our employees are always willing to step in where needed. When state and federal mandates called for social distancing and the need for personal protection, our traditional community volunteerism activities may have come to a halt, but our employees found ways to rise to the challenge.

To help curb the escalation of food insecurity in the community due to the effects of the COVID-19 pandemic Virginia Natural Gas employees held several drive-thru food drives throughout our service territory. Collections benefitted the Foodbank of Southeastern VA and Peninsula Foodbank.



Number of food drives held
7



Number of meals provided to those in need
9,922 meals



Pounds of food collected
5,416 lbs.



Cash donations collected
\$1141



National 811 Day

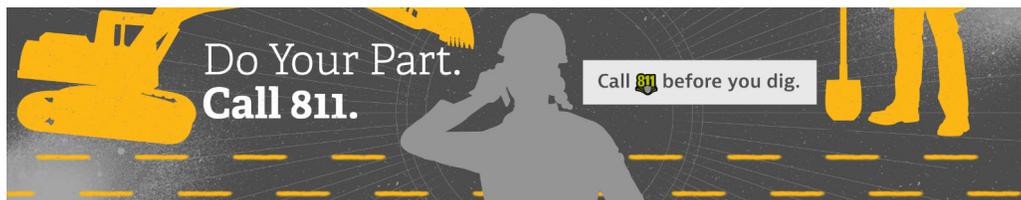


Every year on August 11 (8/11), utility companies across the country and the state, one-call centers, and damage prevention advocates use National 811 Day as an opportunity to remind homeowners and professional contractors that Virginia state law requires a call to **811** before starting any outdoor digging projects.

Nearly 40% of homeowners planning to dig this year will put utility service at risk by not calling **811** before starting a project.

Whether you are a professional excavator or weekend warrior, please do your part. It's a simple call that can save you from big headaches.

Families are encouraged to check out our online Safety Arcade at virginianaturalgas.com. This fun and interactive website is filled with educational games that utilize STEM concepts to teach children about natural gas safety.



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)

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