

# 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.



1850

Year founded in the City of Norfolk



\$410K+

In 2019 donations to 43 local charities



28%

Spent with minority, veteran and women owned businesses in 2019



336

Miles of pipeline replaced under the accelerated infrastructure replacement program (SAVE) since 2012



25%

Reduced emissions since SAVE program began in 2012



12,000+

Energy Efficient online home energy audits taken by customers in 2019



\$160M

Invested in capital spending



12,500+

Area 4th grade students educated on "Know What's Below. Call 811 Before you Dig."



4 years

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

## Customers

More than 300,000 homes and businesses

## Employees

300

## Infrastructure

5,500 Miles of pipeline  
280 Fleet vehicles

## 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)

[virginianaturalgas.com](http://virginianaturalgas.com)

# 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 - Raising the Bar on Lowering Emissions

At Virginia Natural Gas we aim 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 emissions to less than 1% across the natural gas value chain by 2025.

In 2019, as a down payment on that pledge, we started sourcing one-fifth of our customers' annual natural gas supply from such companies.

VNG is a founding member of Our Nation's Energy Future (ONE Future), a natural gas industry-led organization dedicated to voluntarily achieving meaningful reductions in methane emissions across the natural gas supply chain. VNG's distribution system and all the interstate pipelines that serve it participate in the ONE Future program.

## 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 336 miles aging pipeline. In 2019, VNG received approval from the Virginia State Corporation Commission to continue with Phase 3 of this program, which will allow us to replace an additional 453 miles of pipeline 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 leakage reduction

For a current list of SAVE projects, visit [virginiannaturalgas.com/neighborhood](https://virginiannaturalgas.com/neighborhood)

## Virginia Natural Gas | Energy Efficiency Program

### 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. 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 [virginiannaturalgas.com/energyefficiency](https://virginiannaturalgas.com/energyefficiency).

#FutureOfEnergy

Learn more at [virginiannaturalgas.com](https://virginiannaturalgas.com)