

SUSTAINABILITY: THE LONG-TERM VIEW



Doug Buerlein

Dominion is working toward a sustainable future by investing in technology, reducing the company's environmental footprint and providing "green" opportunities to customers.

To that end, the company is doing its part to reach the goal of having 15 percent electricity from renewable sources by 2025.

Also, Dominion:

- *Operates hydroelectric facilities and wind farms, is developing a four-megawatt solar facility and is looking into offshore wind opportunities.*
- *Is building the Virginia City Hybrid Energy Center, one of the cleanest coal and biomass power stations of its kind, and plans to convert three Virginia coal-fired stations to biomass.*
- *Has reduced the per-megawatt carbon-dioxide emissions rate by about 17 percent at the company's generating stations since 2000.*
- *Offers green power programs to its customers.*
- *Offers energy-conservation programs and compact fluorescent lightbulb discounts.*
- *Has installed 100,000 smart meters in three areas as part of a pilot program.*

The company takes a long-term view of its operations, so it can continue to serve customers safely, reliably and cost-effectively.



Bob Jones

Report is available online

The latest edition of *Dimensions*, Dominion's citizenship and sustainability report, is now available online.

The report gives an overview of the company's 2010 social, economic and environmental performance.

To see the report, please visit www.dom.com. Search: *Dimensions*.



Mark Agnes

Gas-fired power station goes online

A new 580-megawatt power station has gone online in Buckingham County.

The Bear Garden Power Station uses natural gas and exhaust steam to generate enough electricity to power some 146,000 homes.

See a video about the station at www.dom.com. Search: *Bear Garden*.



Customer service:

www.dom.com

1-866-DOM-HELP

(1-866-366-4357)



Green Power available

Through the **Dominion Green Power** program, you can buy renewable energy certificates, which guarantee green energy is delivered to the electrical grid.

The program offers two ways to support renewable energy through your monthly bill.

You can either purchase certificates at a fixed monthly amount or at an amount equal to your total monthly electricity usage.

Visit www.dom.com. Search: **VaGreenPower** to enroll. Or call **1-866-DOM-HELP**.

In 2010, the purchases were 99 percent wind from West Virginia, Pennsylvania, Illinois and Missouri, and 1 percent biomass from Pennsylvania.

Green-e Energy, a consumer-protection program, certifies that our program meets national standards.

For certification requirements, please call **1-888-63-GREEN** or visit www.green-e.org.

When available, Virginians may choose to buy 100 percent renewable electricity from a competitive supplier. But the company is not aware of such an option at this time.

Our 2010 generation mix includes 41 percent coal, 38 percent nuclear, 12 percent natural gas, 7 percent hydro and other renewables, and 2 percent oil.



Rate adjustments take effect

A plan to spread last year's higher fuel costs over a two-year period went into effect on July 1.

Last year, the cost of fuel used to generate electricity increased. As a result, the company did not collect enough from its customers to cover all the costs.

Dominion pays for the fuel and recovers the cost from customers. The company makes no profit on the fuel; it gets reimbursed on a dollar-for-dollar basis.

Normally, a fuel-cost recovery takes place over one year. To mitigate the effect of the price increase, only half will be collected over the next year. The rest will be collected after that.

Also, on Sept. 1, an increase for transmission costs went into effect. For a typical residential customer, the two increases mean the average monthly bill for 1,000 kilowatt-hours is now \$112.31.



Cameron Davidson

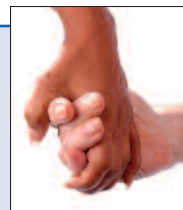
Fuel-assistance program opens

On Oct. 11, income-eligible Virginians will be able to apply to the commonwealth for energy assistance.

For more information, dial 211 or visit www.dom.com. Search: **energy assistance**.

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Also, heating-assistance funds from our **EnergyShare** program will be available beginning Oct. 3. To apply, you can call **1-866-DOM-HELP** for the closest agency to you.



Account information at your fingertips

Manage Your Account is a way for you to have around-the-clock access to your Dominion account.

With our online service, you can:

- **Start, stop or transfer service, and see past bills.**
- **Update your mailing address and phone number.**
- **Check your balance.**

You also can schedule payments and get outage updates.

To learn more, visit www.dom.com. Search: **MYA**.

Front page picture:
Lisa Moerner, Sustainability director, and Ricky Elder, Chesterfield Power Station director, discuss the station's environmental improvements.

For more information about Dominion, visit www.dom.com.
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Dominion