

Dominion Energy Utah
333 South State Street, Salt Lake City, UT 84145
Mailing Address:
P.O. Box 45360, Salt Lake City, UT 84145
DominionEnergy.com



June 30, 2022

Docket No. 19-057-T04

Utah Public Service Commission
Heber M. Wells Building
P. O. Box 45585
Salt Lake City, UT 84145-0585

Dear Commissioners:

Pursuant to the Order Approving Settlement Stipulation issued on July 30, 2019 in Docket No. 19-057-T04 (Order), Questar Gas Company dba Dominion Energy Utah (DEU or Company) respectfully submits This GreenThermSM Annual Report for the year ending December 31, 2021.

The Settlement Stipulation in Docket No. 19-057-T04 provides that the Company will:

“...report annually to the Commission about the GreenTherm program. The Company’s annual report to the Commission will contain details about the number of participating customers, the amount of RNG purchased, the number of RNG blocks sold, the total customer contributions, and program expenses. The Company will also provide GreenTherm program participants a link to the Company’s annual report to the Commission.”

In 2021, the GreenThermSM program completed its second full program year. The voluntarily Renewable Natural Gas (RNG) program provides Utah customers the opportunity to participate and contribute to the development of renewable natural gas. The 2021 Annual GreenThermSM – Summary Report provides program details on 1) Program participation and expenditures, 2) RNG blocks sold to customers and amounts purchased by the Company, and 3) an account balance reconciliation.

In addition, the Annual Report contains an update on a renewable natural gas verification standard, results of the Company’s annual internal audit, and program marketing materials.

If you have any questions, or would like additional information, please contact me.

Sincerely,

Michael A. Orton

Michael A. Orton
Manager, Energy Efficiency

cc: Division of Public Utilities
Office of Consumer Services
Utah Association of Energy Users



2021 Annual GreenThermSM Program - Summary Report

On July 30, 2019, the Utah Public Service Commission approved Dominion Energy Utah's (DEU or the Company) GreenThermSM program (Order Approving Settlement Stipulation, July 30, 2019, Docket No. 19-057-T04). In 2021, the GreenThermSM program continued offering Utah customers the ability to purchase Renewable Natural Gas (RNG) green attributes from the production of RNG. In this second year, Total Block Sales were higher than forecasted, at nearly 160% above projected levels (19,148 dekatherms supported v. 12,000 dekatherms projected). This resulted in RNG production support of over 19,148 dekatherms, as represented in the Program Sales Summary.

Program Sales Summary

	2020	2021
Total Block Sales	10,518	38,297
Total Program Collections	\$52,589	\$191,484
Total Year End Customer Counts	1,165	2,100
Total Dekatherms Supported	5,259	19,148

Program Expense Summary

	2020	2021
Total Program Expenses	\$25,203	\$228,761
Program Administration	\$4,710	\$8,078
Total Program Exp. / Administration Ratio	19%	4%

Renewable Natural Gas Green Attribute Balance

	2020	2021
Total Blocks Sold	10,518	38,297
Total Blocks Purchased*	6,000	63,966
Ending Block Balance**	(4,518)	21,151

*In 2021, the Company purchased 24,000 blocks in January and 39,966 blocks in September for a total of 63,966 blocks.

**A negative block balance indicates supply sold in excess of RNG green attributes purchased by Dominion Energy Utah (over collection).

A positive balance represents available inventory (under collection).

Account Balance Reconciliation (191.4 Account)

		2020	2021
January Beginning Balance		\$0.00	\$27,322
Total Program Collections	+	\$52,589	\$191,484
Total Program Expenditures	-	\$25,203	\$228,451
Total Interest Income (Expense)	-	\$ 64	\$310
Ending Account Balance		\$27,322	\$9,955

Renewable Natural Gas Verification Standard

During 2021, DEU connected with vendors, other utilities, and other organizations to understand the progress in this development and adoption of a national RNG verification standard. In September 2021, the Center for Resource Solutions (CRS), published verification standards for biomethane (RNG), titled Green-e Renewable Fuels.¹ The Green-e Renewable Fuels Standard provides the requirements for renewable fuel products including, identifying the carbon intensity, use of a registry to account for the volumes, terms of reference, fuels code of conduct, shared terminology through a glossary, and product attestation requirements. The Center for Resource Solutions has also created national standards for renewable electric energy, Green-e Energy, used by many voluntary renewable energy electric utility programs, including Dominion Energy Virginia’s GreenPower Program.

The Company continues to monitor this development and any other standards being considered by other utilities. Ultimately, the Company will adopt a standard that is recognized as the national RNG standard or the standard that is adopted by the majority of utilities offering a voluntary RNG program. The Company will provide an update in its 2022 annual report to the Utah Public Service Commission on advancement and adoption by utilities to this new Green-e standard.

GreenThermSM Annual Audit Summary Results

In May 2022, Dominion Energy’s Internal Audit Services completed its annual audit of the GreenThermSM Program for the period January 2021 thru December 2021. Pursuant to the Order Approving Settlement Stipulation issued on July 30, 2019 in Docket No. 19-057-T04, the Company conducted the annual audit of the purchase, production, and retirement of renewable natural gas green attributes. The audit found that the Utah GreenThermSM Program was compliant with applicable regulatory requirements. Confidential copies of the internal audit results were sent to the Division of Public Utilities and the Office of Consumer Services in June 2022, prior to the filing of this report.

¹ <https://www.green-e.org/programs/renewable-fuels/documents>

GreenThermSM Marketing

In 2021, the Company continued its marketing efforts to expand the GreenThermSM Program's reach. During the 2021 program year, the Company sent out two email marketing solicitations, one in the spring and one in the fall, to all customers for whom it has email addresses. In addition, the Company sent an email to all of its new gas service customers describing the GreenThermSM program and its benefits, and providing information about how to participate. The Company has also developed web self-service features that provide gas customers with information about the GreenThermSM Program.

Due to the ongoing concerns surrounding COVID-19 in 2021, the Company had limited face-to-face marketing opportunities. The Company intends to engage with customers more fully at trade shows, community events, and other public events in 2022. In March 2022, the Company provided customers who participate in the GreenThermSM program with their Annual Participation Report for the period ending December 31, 2021. The report identifies RNG dekatherms supported, pounds of emissions prevented, and the total GreenThermSM program contributions, blocks sold, and marketing expense. The Annual Participation Report also includes a link to this report at DominionEnergy.com/GreenTherm, which will be posted on the Company's website upon filing with the Commission.

The 2021 GreenThermSM marketing materials and a redacted customer annual participation report are included as DEU Exhibits A and B respectively.

Exhibit A





This email is exclusively intended for
<Customer Name>
Account Number: XXXXX*****

Dear <Customer Name>,

There's an easy and convenient way for you to support renewable energy. GreenTherm™ is a voluntary program that provides Dominion Energy's Utah and Idaho customers an opportunity to support the development of renewable natural gas or RNG.

How does GreenTherm work?

Customers can elect to have a number of blocks, at \$5 each, added as a surcharge to their monthly gas bill. One block is equivalent to 5 therms or half a dekatherm. Dominion Energy then uses these funds to purchase "green attributes" associated with the production of renewable natural gas.

Enroll Now

Tap or click to select a number of blocks — no login required!

You can also enroll by logging in to your account on DominionEnergy.com or calling **877-250-0037**.

What is renewable natural gas?

RNG is pipeline-quality gas produced from existing waste streams and a variety of renewable and sustainable biomass sources. Sources may include waste water, landfills, agricultural waste or food waste.



What is "green" about renewable natural gas?

The organic matter used to produce RNG is readily available and naturally replenished. Plus, the production process captures methane, a greenhouse gas that would otherwise be emitted into the atmosphere, resulting in an overall reduction in greenhouse gas emissions.

To learn more, please visit DominionEnergy.com/GreenTherm.

Learn how **GreenTherm™**
provides a greener energy choice



Dominion Energy
PO Box 27031
Richmond, VA 23261-7031
Tel: 800-323-5517
Website: www.dominionenergy.com

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GreenThermSM 101

What is RNG?

Renewable natural gas, or RNG, is pipeline-quality gas produced from existing waste streams and a variety of renewable and sustainable biomass sources. Sources may include agricultural waste, food waste, landfills or waste water.



Why does it matter?

The organic matter used to produce RNG is readily available and naturally replenished. Plus, the production process captures methane, a greenhouse gas that would otherwise be emitted into the atmosphere, resulting in an overall reduction in greenhouse gas emissions.



How to support it?

Dominion Energy customers in Utah and Idaho can volunteer to purchase blocks, at \$5 each, which are added to a monthly gas bill. One block is equivalent to 5 therms or half a dekatherm. Dominion Energy then uses these funds to purchase "green attributes" associated with the production of renewable natural gas.

\$5
PER
BLOCK

[Learn More](#)



New Customer Program Email

	This email is exclusively intended for: Account Number: XXXXX
<p>Dear Robert,</p> <p>We'd like to introduce you to Dominion Energy programs designed to help you be a smarter energy consumer!</p>	
<p>The ThermWise[®] program encourages the use of energy-efficient appliances and practices to reduce natural gas usage, which can help you save money on your monthly gas bill. Learn more at ThermWise.com and remember: "If you conserve, you can save."[®]</p>	<p>GreenThermSM is a voluntary program that provides Utah and Idaho customers with an opportunity to support the production of renewable natural gas (RNG). Learn more at DominionEnergy.com/GreenTherm.</p>
 <p>"If you conserve, you can save."[®]</p>	
<p>Schedule a Home Energy Plan with an expert to identify ways to improve your home's efficiency.</p>	<p>RNG is derived from organic matter such as agricultural waste, landfills, waste water and food waste.</p>
<p>Upgrade to a smart thermostat to start using energy more efficiently. Certain models qualify for a rebate!</p>	<p>The production process captures greenhouse gases that would have been emitted into the atmosphere.</p>
<p>Get rebates for weatherizing your home with better insulation, windows or air and duct sealing.</p>	<p>Program participants will receive an annual participation report outlining how their support made a difference.</p>
<p>Dominion Energy P.O. Box 45360 Salt Lake City, UT 84145</p> <p>Tel: 800-323-5517 Website: www.dominionenergy.com</p>	<p>©2020 Dominion Energy logos are trademarks of Dominion Energy.</p> <p>If you do not wish to receive promotional emails from Dominion Energy please unsubscribe here.</p> <p>Privacy Policy</p>

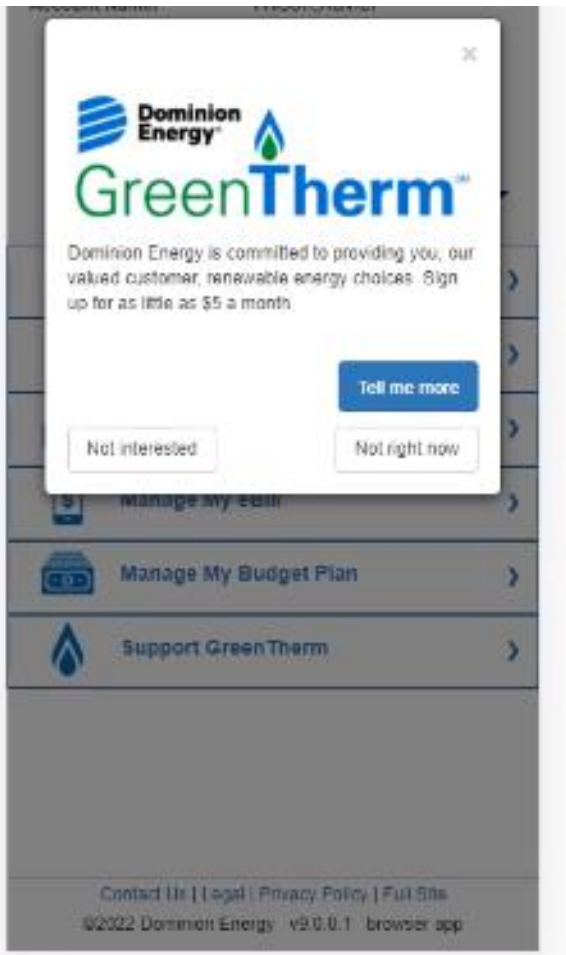
Customer Connection Messages – Dominion Energy Bill Inserts

July 2021 - <https://cdn-dominionenergy-prd-001.azureedge.net/-/media/pdfs/ut-id-wy/2021-07-customer-connection-ut-id.pdf?la=en&rev=f63d10703ecb4cc497bf362aa0ceb670&hash=C42A76023AC17F03D1846E77B11952DD>

June 2021 - <https://cdn-dominionenergy-prd-001.azureedge.net/-/media/pdfs/ut-id-wy/2021-07-customer-connection-ut-id.pdf?la=en&rev=f63d10703ecb4cc497bf362aa0ceb670&hash=C42A76023AC17F03D1846E77B11952DD>

April 2021 - <https://cdn-dominionenergy-prd-001.azureedge.net/-/media/pdfs/ut-id-wy/2021-07-customer-connection-ut-id.pdf?la=en&rev=f63d10703ecb4cc497bf362aa0ceb670&hash=C42A76023AC17F03D1846E77B11952DD>

Dominion Energy Online Customer Account Portal Popup





GAS ACCOUNT CENTER
Idaho, Utah, Wyoming

Sign Out
Contact Us

Account Number:
Account Name:



[My Account](#) | [Billing and Payment Detail](#) | [Services and Options](#) | [ThermWise](#) | [Profile](#)

Services & Options

- My Account
- Contact Us

TEST
ccbTestF
tstcisas1.questar.com

Start New Service Request

Start Service Confirmation

Thank you. Your request to start service has been received for the following address:

#1 Happy Street
Provo, UT

Requested start date:

Summary Of Charges:

You have not requested any additional services. You will be charged the basic connection fee charges.

If you have not received a confirmation by phone or e-mail after two business days, please contact Customer Service.

[Printable Version of Start request](#)

Other Options - GreenTherm Program

Dominion Energy through its GreenTherm Program offers voluntary renewable energy options for Utah and Idaho customers. The price per block is \$5. Please select below if you would like to sign up for renewable energy.

Enter the number of blocks you would like to purchase each month:	<input type="text" value="0"/>
<small>*One block is equivalent to 5 therms or half a dekatherm. The typical Utah or Idaho residential customer consumes 80 dekatherms of natural gas annually; an annual subscription of one GreenTherm block is equivalent to 6 dekatherms or 7.5% of a typical residential customer's annual usage.</small>	
Monthly cost:	\$0.00
Yearly cost:	\$0.00

[Enroll Now](#)

Support Renewable Natural Gas – Participation Stickers



GreenTherm Annual Customer Participation Report



This email is exclusively intended for:

Account Number: [REDACTED]

Dear [REDACTED]

We are pleased to provide you with your GreenThermSM annual participation report containing a summary of your total contributions. This report also includes total GreenTherm program costs and the collective impact of Dominion Energy's participating customers.

Your participation in the GreenTherm program is making a difference! Renewable natural gas, or RNG, is produced by capturing methane from existing waste streams and a variety of renewable and sustainable organic sources such as waste water, landfills, agricultural waste or food waste. Repurposing this naturally occurring methane for conventional uses like home heating is significantly more beneficial for our environment. Why? Because this raw methane would otherwise be released into the atmosphere where it acts as a powerful greenhouse gas.

The GreenTherm program is one of only a handful of its kind in the country and recognizes an increased demand for renewable energy sources. We hope you take pride in this opportunity, as we do, to support renewable energy and a more sustainable energy future.

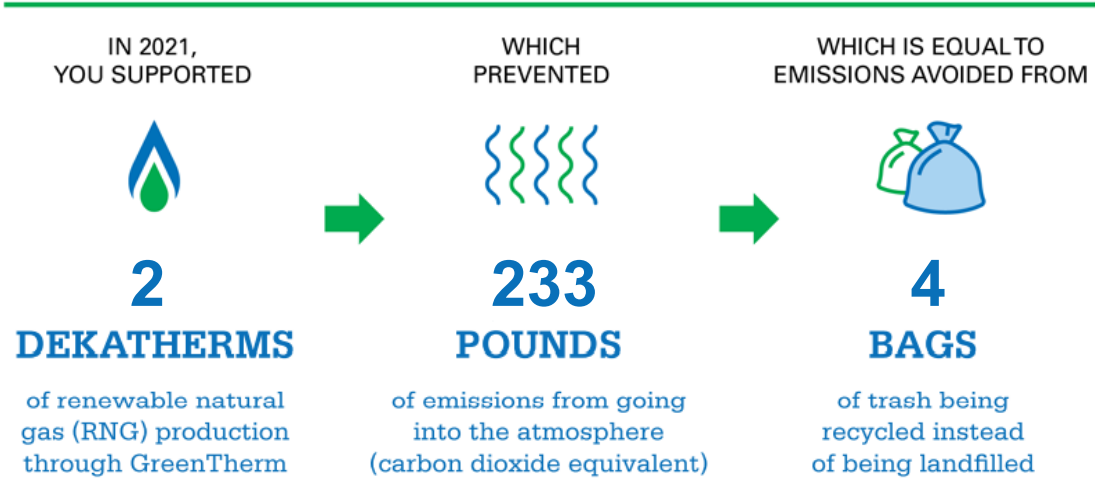
For more information and to view Dominion Energy's annual program report to the Utah Public Service Commission, please visit [DominionEnergy.com/GreenTherm](https://www.dominionenergy.com/greentherm). This report is scheduled to be published in June 2022.

To change your level of support, please [log in](#) to your customer account or call 877-250-0037.

Your Annual Report:

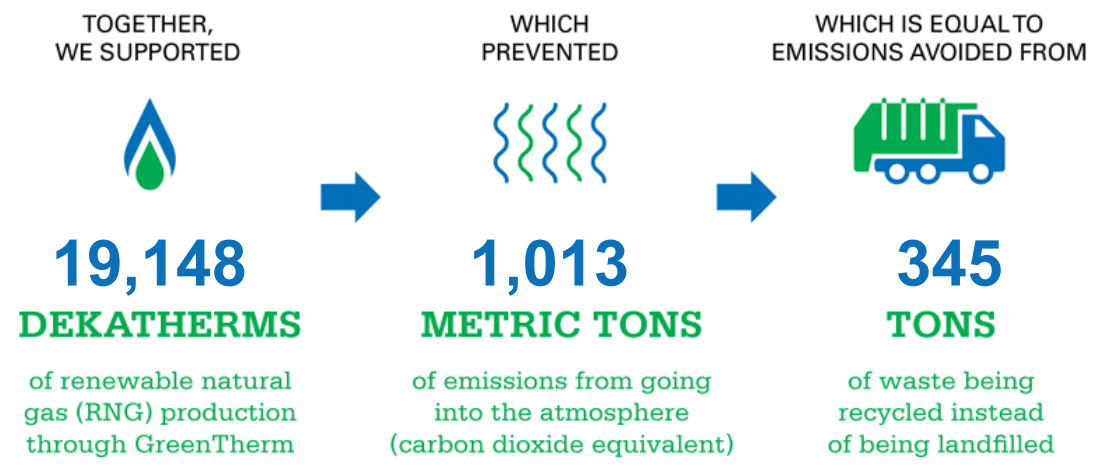


**Thank you for supporting
renewable natural gas!**



2021 Program Results:

2,401 GreenTherm participants made a difference



Carbon dioxide equivalents are calculated using the Environmental Protection Agency's Greenhouse Gas Equivalencies Calculator

Total Number of Blocks Sold: 38,297 RNG Attributes Purchased: \$63,966	Total Program Contributions: \$191,484 Marketing and Administration Costs: \$8,078
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Dominion Energy
PO Box 27031
Richmond, VA 23261-7031

Tel: 800-323-5517
Website: www.dominionenergy.com
Email: customercare@dominionenergy.com

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