



Dominion Energy Utah  
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Mailing Address:  
P.O. Box 45360, Salt Lake City, UT 84145-0360  
DominionEnergy.com

June 30, 2023

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 report on its voluntary renewable natural gas (RNG) program, titled GreenTherm<sup>SM</sup> Annual Report, for the program year ending December 31, 2022.

In the Settlement Stipulation in Docket No. 19-057-T04, the Company committed that it would:

“...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.”

As part of the Settlement Stipulation, the Company also committed that it would annually update the Commission about the status of the creation of a national RNG green attribute verification standard and that, “...when a standard has been created and accepted by a nationally recognized organization, the Company will adopt that national standard for tracking RNG green attributes.”

The attached GreenTherm<sup>SM</sup> Annual Report for 2022 provides details on 1) Program participation and expenditures, 2) RNG blocks sold to customers and amounts purchased by the Company, 3) a program account balance and reconciliation, 4) the program marketing materials used in 2022, 5) summary results of the 2022 Dominion Energy-conducted program audit, 6) an update to the Commission on a national standard for tracking RNG green attributes, and 7) the Company’s intention to adopt the Midwest Renewable Energy Tracking System (M-RETS) for tracking GreenTherm<sup>SM</sup>-purchased RNG green attributes.

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



## GreenTherm<sup>SM</sup> Annual Report - for the year ended December 31, 2022

On July 30, 2019, the Utah Public Service Commission (Commission) approved Dominion Energy Utah’s (DEU or the Company) GreenTherm<sup>SM</sup> program (Order Approving Settlement Stipulation, July 30, 2019, Docket No. 19-057-T04). As part of the Settlement Stipulation approved in that Docket, the Company agreed to provide the Commission with an annual report detailing GreenTherm<sup>SM</sup> 1) program participation and expenditures, 2) RNG blocks sold to customers and amounts purchased by the Company, 3) a program account balance and reconciliation, 4) the program marketing materials used in 2022, 5) annual summary results of the Dominion Energy-conducted program audit, 6) an update to the Commission on a national standard for tracking RNG green attributes, and 7) the Company’s intention to adopt the Midwest Renewable Energy Tracking System (M-RETS) for tracking GreenTherm<sup>SM</sup>-purchased RNG green attributes. These details are provided in this report.

### 1. Program Participation and Expenditures

In 2022, the GreenTherm<sup>SM</sup> program continued offering Utah customers the ability to purchase Renewable Natural Gas (RNG) green attributes from the production of RNG. In this third year, total block sales were higher than forecasted, at nearly 109% of projected levels (32,784 dekatherms supported v. 30,000 dekatherms projected). This resulted in RNG production support of over 32,784 dekatherms, as represented in the Program Sales Summary.

#### Program Participation

	2020	2021	2022
Total Block Sales	10,518	38,297	65,568
Total Program Collections	\$52,589	\$191,484	\$327,841
Total Year End Customer Counts	1,165	2,100	2,990
Total Dekatherms Supported	5,259	19,148	32,784

## Program Expenditures

	2020	2021	2022
Total Program Expenses	\$25,203	\$228,761	\$1,156,858
Program Administration	\$4,710	\$8,078	\$25,483
Total Program Exp. / Administration Ratio	19%	4%	2%

## 2. RNG Blocks Sold to Customers and Purchased by the Company

### RNG Blocks Sold and Purchased

	2020	2021	2022
Total Blocks Sold	10,518	38,297	65,568
Total Blocks Purchased*	6,000	63,966	300,000
Ending Block Balance**	-4,518	21,151	255,583

\*The Company purchased 300,000 blocks of RNG green attributes in April of 2022.

\*\*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).

## 3. Program Account Balance and Reconciliation

### Account Balance Reconciliation (191.4 Account)

	2020	2021	2022
January Beginning Balance	\$0.00	\$27,322	(9,955)
Total Program Collections	\$52,589	\$191,484	\$327,841
Total Program Expenditures	\$25,203	\$228,451	\$1,140,952
Total Interest Income (Expense)	\$ 64	\$310	\$15,906
Ending Account Balance	\$27,322	(\$9,955)	(\$838,972)

## 4. GreenTherm<sup>SM</sup> Marketing

In 2022, the Company continued its marketing efforts to expand the GreenTherm<sup>SM</sup> Program's reach. During the 2022 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 GreenTherm<sup>SM</sup> 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 GreenTherm<sup>SM</sup> Program.

The Company intends to engage with customers more fully at trade shows, community events, and other public events in 2023. In March 2023, the Company provided participating GreenTherm<sup>SM</sup> customers with their Annual Participation Report for the period ending December 31, 2022. The report identifies RNG dekatherms supported, pounds of emissions prevented, and the total GreenTherm<sup>SM</sup> program contributions, blocks sold, and marketing expense. The Annual Participation Report also includes a link to this report at [DominionEnergy.com/GreenTherm](https://DominionEnergy.com/GreenTherm), which will be posted on the Company's website upon filing with the Commission.

The 2022 GreenTherm<sup>SM</sup> marketing materials and a redacted customer annual participation report are included as DEU Exhibits A and B respectively.

## 5. GreenTherm<sup>SM</sup> Annual Audit Summary Results

In June 2023, Dominion Energy's Internal Audit Services completed its annual audit of the GreenTherm<sup>SM</sup> Program for the period January 2022 through December 2022. 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 GreenTherm<sup>SM</sup> 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 2023, prior to the filing of this report.

## 6. Update on National Standard for Tracking RNG Green Attributes

The Company has been monitoring the development of a national standard for tracking RNG green attributes. In 2019, M-RETS launched a beta version of the Renewable Thermal platform in July 2019 with the full platform launching

January 1, 2020. This platform tracks Renewable Thermal Certificates, which is used to substantiate the production of renewable thermal energy, such as RNG, and prevent any double counting. In discussions with the M-RETS representatives, the Company learned that 10 utilities in the United States are currently using the M-RETS system to track their RNG green attribute purchases and/or run voluntary programs similar to the Dominion Energy GreenTherm program.

## 7. Adoption of Verification Standard

On June 5, 2023, the Company met with the Division of Public Utilities and the Office of Consumer Services to discuss the adoption of the and utilizing the M-RETS for future purchases. During the meeting the Company conducted a discussion and recommended that the GreenTherm<sup>SM</sup> Program adopt the M-RETS accounting system for future purchases.

M-RETS may also “provide regulators with an independent, easy to use, and reliable source to verify compliance. A robust certificate market provides a much higher level of integrity over paper attestations. It also provides a more efficient compliance verification process for regulators. Regulators can utilize M-RETS to prevent double counting and have the option to utilize the program feature to ensure retirements meet specific requirements set by regulators.” The goal of the M-RETS tracking system “is to increase market transparency, bring an increased level of integrity over paper attestations, and provide the value and liquidity necessary to support renewable thermal projects”.<sup>1</sup>

Costs to support M-RETS is estimated to be approximately 3% to 5% additional to the cost of the RNG green attributes. This cost would include an account with the M-RETS<sup>2</sup> tracking system, which will allow the Company to buy, sell, trade, or retire Company owned renewable natural gas green attributes. The Company anticipates that this additional administrative cost will not necessitate a change in the GreenTherm offering to customers.

Beginning in 2023 and continuing in future program years, the Company will track all RNG purchases, retirements, and transfers utilizing the M-RETS tracking system. The M-RETS tracking system will provide transparency and integrity over the administration of the program.

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<sup>1</sup> <https://www.mrets.org/m-rets-renewable-thermal-tracking-system/>

<sup>2</sup> <https://www.mrets.org/>





This email is exclusively intended for:  
Customer  
Account Number: \*\*\*\*\*

## Supporting renewable energy is easy. Let GreenTherm® show you how.

[Learn More](#)

### Natural gas can be a renewable resource.

Renewable natural gas, or RNG, can be produced by **capturing emissions** from readily available sources like agricultural waste, food waste, landfills, or waste water.

The end product is pipeline-quality renewable natural gas produced from **sustainable sources**.



*When not captured for use as clean-burning renewable natural gas, these emissions enter the atmosphere where they can negatively impact our environment.*



**GreenTherm® supports renewable natural gas.**

Starting at \$5 a month, **GreenTherm®** is an easy, voluntary way for customers like you to **support renewable energy production and reduce greenhouse gas emissions.**

[Learn More](#)



**Join us on our path to a clean-energy future.**

*Together, we can make a clean-energy transition as we move closer to net zero emissions. Read more in our [Sustainability and Corporate Responsibility Report](#).*

**There's more than one way to make a difference.**

*Check out your [Sustainability Toolkit](#) to learn more about reducing your energy usage, supporting renewable energy and offsetting your carbon footprint.*

Dominion Energy  
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Richmond, VA 23261-7031

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[Privacy Policy](#)

March 2022 Email Campaign



This email is exclusively intended for:  
XXX  
Account Number: \*\*\*\*

Dear Customer,

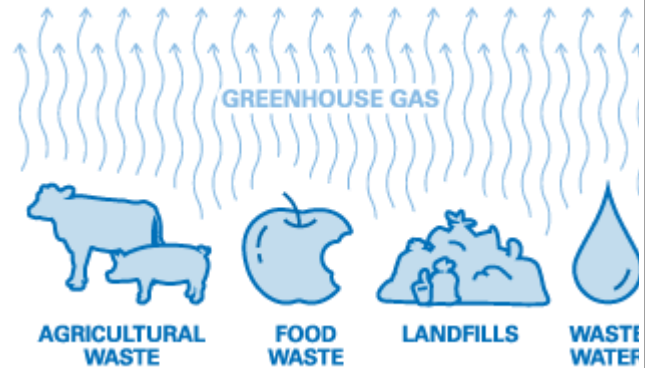
There's an easy and convenient way for you to support renewable energy. **GreenTherm<sup>SM</sup>** is a voluntary program that provides Dominion Energy's Utah and Idaho customers an opportunity to support the development of renewable natural gas or RNG.

### What is renewable natural gas?

RNG is pipeline-quality gas produced from existing waste streams and a variety of renewable and sustainable biomass sources.

### What is "green" about it?

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 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](#)

To enroll, click [Enroll Now](#), log in to your account and select GreenTherm.

You can also enroll by completing an [enrollment form](#), accessing your account on [DominionEnergy.com](#) or calling **877-250-0037**

To learn more, please visit [DominionEnergy.com/GreenTherm](#).

The banner features a blue background with a large, stylized green leaf graphic on the right side. On the left, the text reads 'Learn how **GreenTherm<sup>SM</sup>** provides a greener energy choice'. Below this, the Dominion Energy logo is displayed, followed by the 'GreenTherm<sup>SM</sup>' logo.

Dominion Energy  
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New Customer Program Email



This email is exclusively intended for:  
Account Number: XXXXX

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Dear Robert,

We'd like to introduce you to Dominion Energy programs designed to help you be a smarter energy consumer!

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](http://ThermWise.com) and remember: "If you conserve, you can save."<sup>®</sup>



"If you conserve, you can save."<sup>®</sup>

**GreenTherm**™ 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](http://DominionEnergy.com/GreenTherm).



**Schedule a Home Energy Plan**  
with an expert to identify ways to improve your home's efficiency.

**Upgrade to a smart thermostat**  
to start using energy more efficiently.  
Certain models qualify for a rebate!

**Get rebates for weatherizing**  
your home with better insulation,  
windows or air and duct sealing.

RNG is derived from organic matter such as agricultural waste, landfills, waste water and food waste.

The production process captures greenhouse gases that would have been emitted into the atmosphere.

Program participants will receive an **annual participation report** outlining how their support made a difference.

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Dominion Energy  
P.O. Box 45380  
Salt Lake City, UT 84145

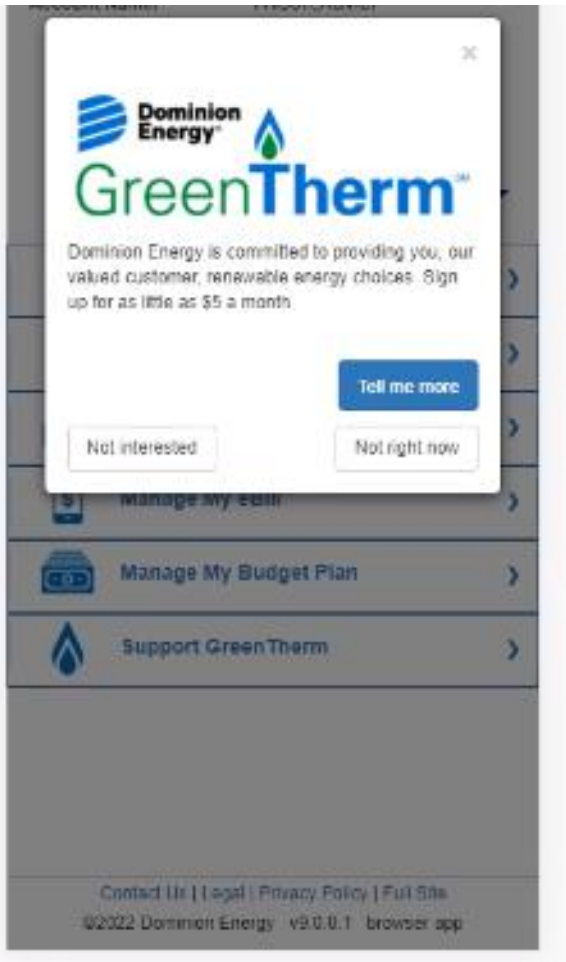
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Dominion Energy Online Customer Account Portal Popup



The image shows a mobile application interface with a white popup window in the foreground. The popup features the Dominion Energy logo and the GreenTherm logo. Below the logos, there is a short paragraph of text and three buttons: 'Tell me more', 'Not interested', and 'Not right now'. The background is a dark grey menu with several items, each with a right-pointing chevron. At the bottom of the screen, there is a footer with links and copyright information.

**Dominion Energy**  
**GreenTherm**<sup>SM</sup>

Dominion Energy is committed to providing you, our valued customer, renewable energy choices. Sign up for as little as \$5 a month.

[Tell me more](#)

[Not interested](#)   [Not right now](#)

Manage My Bill

Manage My Budget Plan

Support GreenTherm

Contact Us | Legal | Privacy Policy | Full Site  
©2022 Dominion Energy v9.0.0.1 browser app

 **GAS ACCOUNT CENTER** Sign Out  
Idaho, Utah, Wyoming 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.

<b>Enter the number of blocks you would like to purchase each month:</b>	<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>	
<b>Monthly cost:</b>	\$0.00
<b>Yearly cost:</b>	\$0.00

[Enroll Now](#)

Customer Participation Magnet





This email is exclusively intended for:  
TCustomer  
Account Number: \*\*\*\*

Dear Customer,

We are pleased to provide you with your GreenTherm<sup>SM</sup> 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.

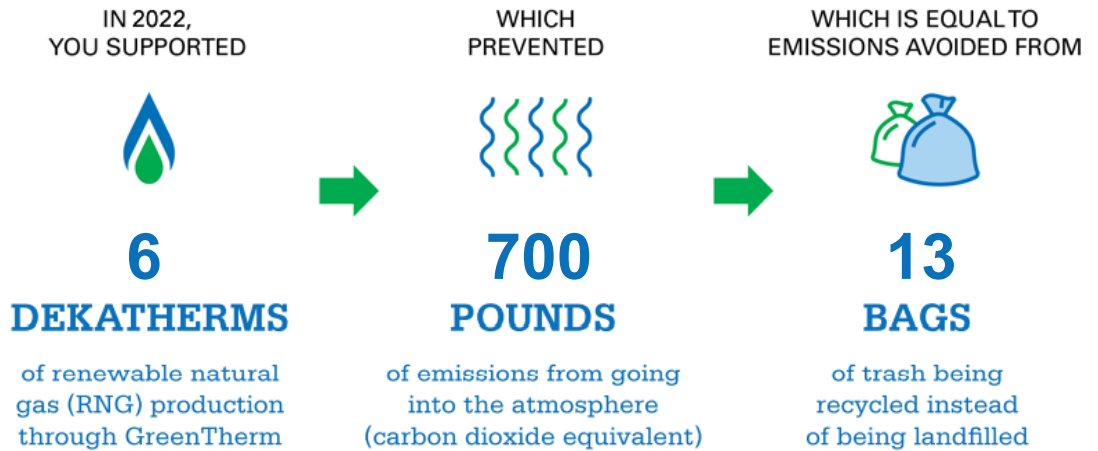
For more information and to view Dominion Energy's annual program report to the Utah Public Service Commission, please visit [DominionEnergy.com/GreenTherm](https://DominionEnergy.com/GreenTherm). This report is scheduled to be published in June 2023.

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

Your Annual Report:

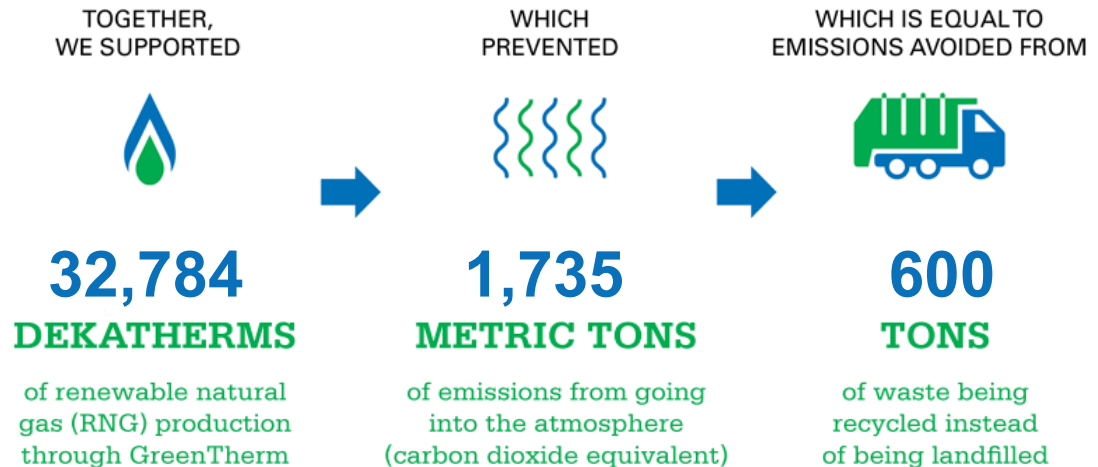


Thank you for supporting renewable natural gas!



2022 Program Results:

**3,553 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: 65,568

Total Program Contributions: \$327,841

RNG Attributes Purchased: \$1,131,375

Marketing and Administration Costs: \$25,483

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