



Enbridge Gas

333 South State Street  
Salt Lake City, Utah 84111

June 28, 2024

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 Enbridge Gas Utah (formally Dominion Energy Utah, DEU or Company) respectfully submits this report on its voluntary renewable natural gas (RNG) program, titled GreenTherm® Annual Report, for the program year ending December 31, 2023.

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® Annual Report for 2023 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 2023, 5) annual summary results of the Dominion Energy-conducted program audit, and 6) the Company adopted the Midwest Renewable Energy Tracking System (M-RETS) for tracking GreenTherm® 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® Annual Report - for the year ended December 31, 2023

On July 30, 2019, the Utah Public Service Commission (Commission) approved Enbridge Gas Utah's (EGU or the Company) GreenTherm® 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® 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 2023, 5) annual summary results of the Enbridge Gas-conducted program audit, and 6) the Company adopted the Midwest Renewable Energy Tracking System (M-RETS) for tracking GreenTherm®-purchased RNG green attributes. These details are provided in this report.

### 1. Program Participation and Expenditures

In 2023, the GreenTherm® program continued offering Utah customers the ability to purchase Renewable Natural Gas (RNG) green attributes from the production of RNG. In this year, total block sales were lower than forecasted sales, at 98% of projected levels (39,052 dekatherms supported v. 40,000 dekatherms projected). This resulted in RNG production support of over 39,052 dekatherms, as represented in the Program Sales Summary.

#### Program Participation

	2021	2022	2023
Total Block Sales	38,297	65,568	78,104
Total Program Collections	\$191,484	\$327,841	\$390,520
Total Year End Customer Counts	2,100	2,990	3,033
Total Dekatherms Supported	19,148	32,784	39,052

## Program Expenditures

	2021	2022	2023
Total Program Expenses	\$228,761	\$1,156,858	(\$24,224)
Program Administration	\$8,078	\$25,483	\$25,650
Admin / Program Expenses = Ratio*	4%	2%	-106%

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

### RNG Blocks Sold and Purchased

	2021	2022	2023
Total Blocks Sold	38,297	65,568	78,104
Total Blocks Purchased	63,966	300,000	0
Ending Block Balance**	21,151	255,583	177,479

\*In 2023 the Company reversed accrued sales tax from the prior year purchase of RNG green attributes. This adjustment impacted the administration ratio.

\*\*A negative block balance indicates supply sold in excess of RNG green attributes purchased by Enbridge Gas Utah (over collection). A positive balance represents available inventory (under collection).

## 3. Program Account Balance and Reconciliation

### Account Balance Reconciliation (191.4 Account)

	2021	2022	2023
January Beginning Balance	\$27,322	(\$9,955)	(\$838,972)
Total Program Collections	\$191,484	\$327,841	\$390,520
Total Program Expenditures	\$228,451	\$1,140,952	(\$40,433)
Total Interest Income (Expense)	\$310	\$15,906	\$16,208
Ending Account Balance	(\$9,955)	(\$838,972)	(\$424,228)

## 4. GreenTherm® Marketing

In 2023, the Company continued its marketing efforts to expand the GreenTherm® Program's reach. During the 2023 program year, the Company sent out one email marketing solicitation in the summer to all customers with an email address on record. In addition, the Company sent an email to all of its new gas service customers describing the GreenTherm® 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® Program.

The Company engaged with customers at trade shows, community events, and other public events in 2023. In March 2024, the Company provided participating GreenTherm® customers with their Annual Participation Report for the period ending December 31, 2023. The report identifies RNG dekatherms supported, pounds of emissions prevented, and the total GreenTherm® 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 2023 GreenTherm® marketing materials and a redacted customer annual participation report are included as EGU Exhibits A and B respectively.

## 5. GreenTherm® Annual Audit Summary Results

In May 2024, Dominion Energy's Internal Audit Services completed its annual audit of the GreenTherm® Program for the period January 2023 through December 2023. 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® 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 2024, prior to the filing of this report.

## 6. Adoption of Verification Standard

On August 30, 2023, the Utah Public Service Commission issued an acknowledgement letter regarding the Company's proposal to adopt the M-RETS tracking system for RNG purchases as filed in the 2022 Annual Report on June 30, 2023. For reference, M-RETS provides an independent, easy to use, and reliable source to verify compliance. MRET-S

represents a robust certificate market provides a much higher level of integrity over paper attestations. MRET-S 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> Given this acknowledgement letter from 2023 from the Commission, the Company tracks 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/>





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

Actions Speak Louder



## Are you looking to support clean and renewable natural gas in your community?

Look no further than GreenTherm, the voluntary program by Dominion Energy. By electing to add just one or more "blocks" of RNG (Renewable Natural Gas) to your monthly gas bill, you can contribute to a sustainable future for all. And for as little as \$5 per block, you can be part of the solution.

Dominion Energy will purchase "green attributes" ensuring that your contribution goes directly to supporting renewable natural gas.



**Join the GreenTherm program today and be proud  
of your positive impact on the environment.**

**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 is more than one way to make a difference.**

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

Dominion Energy  
PO Box 27031  
Richmond, VA 23261-7031

Tel: 800-323-5517  
Website: [www.dominionenergy.com](http://www.dominionenergy.com)

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This email is exclusively intended for:  
T Customer  
Account Number: XXXXX



Sustainability means many things when it comes to energy, including embracing innovations to protect energy supplies and the environment.

You can learn about [what we're doing](#) as a company, but here are a few opportunities for you, our customer, to make a difference.



**ThermWise** can make you and your home more energy efficient. Plus, get rebates for energy-saving appliances and home upgrades! Start with a [Home Energy Plan](#) to help guide your energy-saving goals.



**GreenTherm** is an easy way to support renewable natural gas, which is produced from waste products and prevents greenhouse emissions from entering the atmosphere.



**CarbonRight** can help you lower or completely offset the carbon footprint associated with using natural gas in your home or business.

Dominion Energy  
P.O. Box 45360  
Salt Lake City, UT 84145

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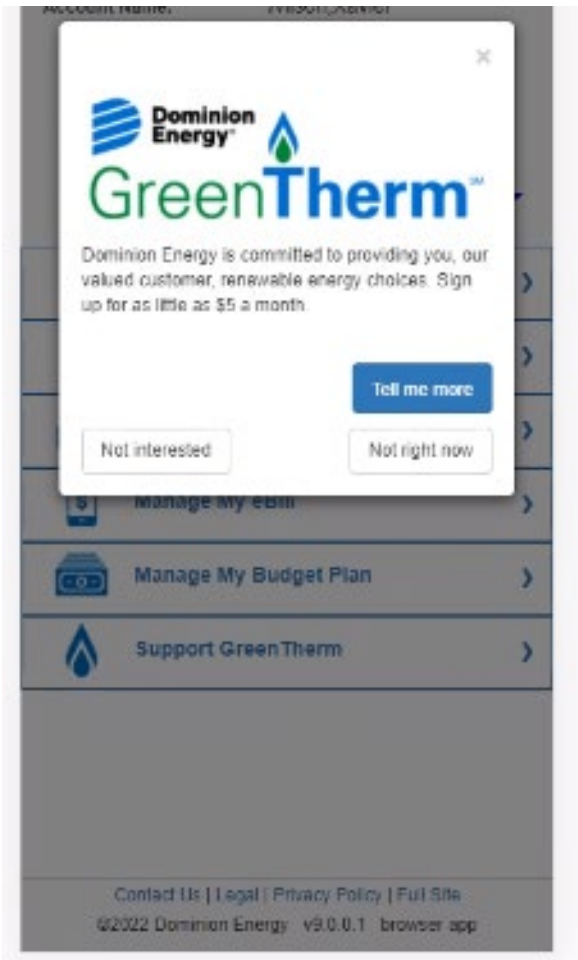
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## Dominion Energy Online Customer Account Portal Popup



## Informed Delivery with USPS




**Dominion Energy**<sup>®</sup>

**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  
tstcisa1.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

Contact Us | Legal | Privacy Policy  
©2022 Dominion Energy v9.0.0.2

Customer Participation Magnet





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

Dear TCustomer,

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.

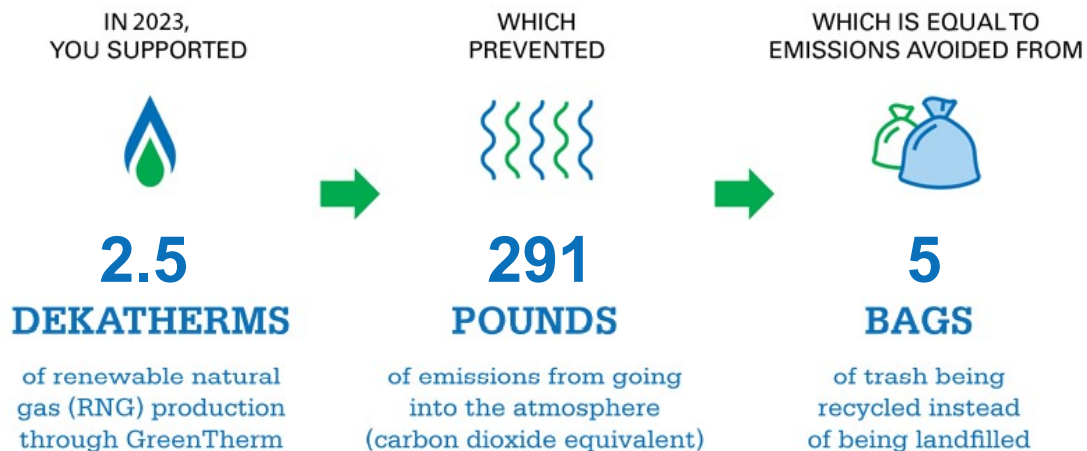
For more information and to view Dominion Energy's annual program report to the Utah Public Service Commission, please visit [DominionEnergy.com/GreenTherm](https://DominionEnergy.com/GreenTherm). This report is scheduled to be published in June 2024.

To change your level of support, please [log in \[questargas.com\]](https://questargas.com) to your customer account or call 877-250-0037.

### Your Annual Report:

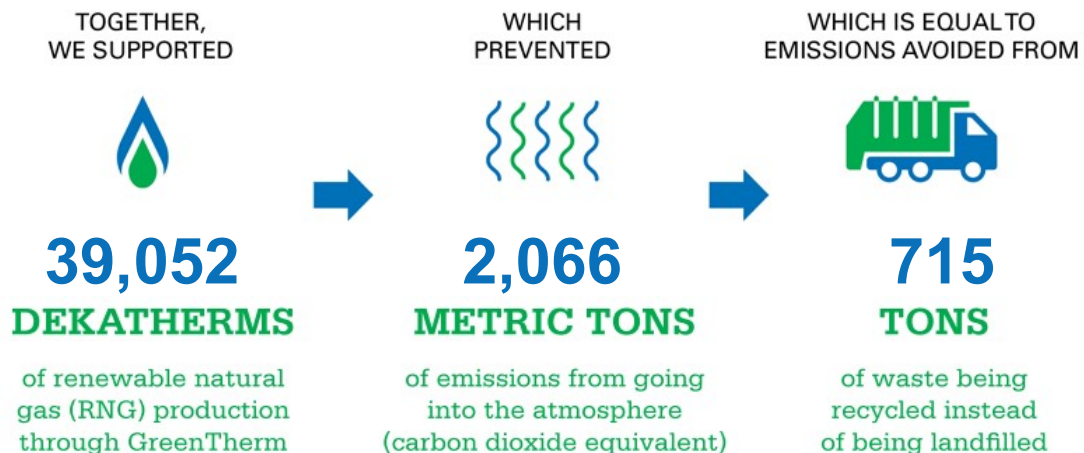


**Thank you for supporting  
renewable natural gas!**



### 2023 Program Results:

**3,938 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: 78,104**  
**RNG Attributes Purchased: \$0**

**Total Program Contributions: \$390,520**  
**Marketing and Administration Costs: \$25,651**



Dominion Energy  
PO Box 45360  
Salt Lake City, UT 84145

Tel: 800-323-5517  
Website: [www.dominionenergy.com](http://www.dominionenergy.com)  
Email: [customercare@dominionenergy.com](mailto:customercare@dominionenergy.com)

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