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DominionEnergy.com



June 30, 2021

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, 2020.

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 2020, the GreenThermSM program completed its first 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 2020 Annual GreenThermSM – Summary Report provides program details on 1) Program participation and expenditures, 2) RNG block sold and amount purchased, and 3) 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

2020 Annual GreenThermSM Program - Summary Report

On July 30, 2019, the Utah Public Service Commission approved Dominion Energy Utah’s GreenThermSM program (Order Approving Settlement Stipulation, July 30, 2019, Docket No. 19-057-T04). In 2020, the GreenThermSM program began offering Utah customers the ability to purchase Renewable Natural Gas (RNG) green attributes from the production of RNG. In this first year, Total Block Sales were higher than forecasted, at nearly 75% above projected levels. This resulted in RNG production support of over 5,200 decatherms, as represented in the Program Sales Summary.

Program Sales Summary

	2020	2021	2022
Total Block Sales	10,518	0	0
Total Program Collections	\$52,589	\$0.00	\$0.00
Total Year End Customer Counts	1,165	0	0
Total Decatherms Supported	5,259	0	0

Program Expense Summary

	2020	2021	2022
Total Program Expenses	\$25,203	\$0.00	\$0.00
2020 Program Administration	\$4,710	\$0.00	\$0.00
Total Program Exp. / Administration Ratio	19%	0%	0%

Renewable Natural Gas Green Attribute Balance

	2020	2021	2022
Total 2020 Blocks Sold	10,518	0	0
Total 2020 Blocks Purchased	6,000	0	0
Ending 2020 Block Balance	(4,518)*	0	0

*A negative block balance represents overcollection. The Company purchased 12,000 Dth equivalent green attributes or 24,000 blocks in January 2021.

Account Balance Reconciliation (191.4 Account)

	2020	2021	2022
January 2020 Beginning Balance	\$0.00	\$0.00	\$0.00
Total 2020 Program Collections +	\$52,589	\$0.00	\$0.00
Total 2020 Program Expenditures -	\$25,203	\$0.00	\$0.00
Total Interest Income (Expense) +	\$(64)	\$0.00	\$0.00
Ending 2020 Account Balance	\$27,322	\$0.00	\$0.00

Renewable Natural Gas Verification Standard

During 2020, Dominion Energy monitored the development of a national renewable natural gas (RNG) verification standard. The Company connected with vendors, other utilities, and other organizations to understand the progress in this development and adoption of a national RNG verification standard. As of the end of 2020, no verification standard has been fully developed. However, the Company is monitoring the efforts of the Center for Resource Solutions (CRS) as it works to develop of a verification standard. CRS is well positioned to create the verification standard as it previously developed the Green-e program, which is widely used as the standard for the Renewable Energy Credits in the electric industry.

In 2020, CRS requested input from its contributing members to develop a working paper for a RNG standard. The stated goal of the standard for a renewable natural gas Green-e Program is to “accelerate the adoption of biomethane, while ensuring that the gas is from sustainable renewable resources, meets the highest environmental standards, and that customers are protected in their purchase and ability to make verifiable usage claims.”¹

The first comment period for this standard began in the first quarter of 2020. On its web site, Green-e noted that it plans to implement this RNG standard in the Summer of 2021. The Company will continue to monitor this development. 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 2021 annual report to the Utah Public Service Commission.

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

GreenThermSM Annual Audit Summary Results

In May 2021, Dominion Energy's Internal Audit Services completed its audit of the Dominion Energy Utah GreenThermSM Program for the period January 2020 thru December 2020. 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.

GreenThermSM Marketing

Prior to launching the GreenThermSM program, the Company met with the Division of Public Utilities and the Office of Consumer Services to develop the GreenThermSM marketing materials. The Company appreciates the efforts of the Division and Office to help create marketing materials that are concise and explain how the GreenThermSM program operates. In 2020, the Company introduced the GreenThermSM program to customers via the Dominionenergy.com website, email campaign, and other online sources. In addition, the Company distributed to GreenThermSM customers their Annual Participation Report. The report identifies RNG decatherms 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 GreenThermSM joint collaboration marketing materials and a redacted customer annual participation report are included as DEU Exhibits A and B respectively.



program materials

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Introducing an even **greener** energy choice in **renewable natural gas**



GreenThermSM gives customers like you an opportunity to use **renewable natural gas** (RNG) as natural gas consumers. It's a green choice!

What is RNG?

RNG can be used as fuel and is derived from organic matter such as agricultural waste, landfills, waste water and food waste. Methane gas produced from organic matter is gathered, processed to remove impurities, and delivered to homes and businesses.



What makes RNG a “green” choice?

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 the program work?

Customers elect to have a number of blocks, at \$5 each, added as a surcharge to a monthly gas bill. Dominion Energy then uses these funds to purchase “green attributes” associated with the production of renewable natural gas.

How do I enroll?

Log in to your account on DominionEnergy.com or call 877-250-0037.

For more information, please visit DominionEnergy.com/GreenTherm



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

Dear <Customer Name>,

We'd like to introduce GreenThermSM—a voluntary program that provides Dominion Energy's Utah and Idaho customers an easy and convenient way to support the development of renewable energy.

What is renewable natural gas?

Renewable natural gas 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.

How does the program work?

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

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

To enroll, click below to select a number of blocks—no login required.

[Enroll Now](#)

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

Learn how **GreenThermSM**
provides a greener energy choice



Dominion Energy
PO Box 27031
Richmond, VA 23261-7031

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Website: www.dominionenergy.com

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Home & Small Business

- Pay My Bill
- Billing Options
- Manage Service
- Construction Services
- Ways to Save
- Gas Rates and Tarriffs
- GreenTherm**

GreenTherm



Dominion Energy  **GreenTherm**SM

GreenTherm is a voluntary program that provides Utah and Idaho customers an opportunity to use renewable natural gas (RNG) as a natural gas consumer. Customers can elect to have a number of blocks, at \$5 each, added as a surcharge to their monthly gas bill. Dominion Energy then uses these funds to purchase “green attributes” associated with the production of renewable natural gas.

- [Questions & Answers](#)

To enroll in GreenTherm, [log in to your customer account](#) or call 877-250-0037.

Your participation supports:

- development of renewable energy
- reduction in greenhouse gas emissions
- potential to improve air quality (depending on the source of RNG)
- improved waste management



GAS ACCOUNT CENTER Idaho, Utah, Wyoming

Welcome: [REDACTED] Sign Out

MY ACCOUNTBILLING & PAYMENT DETAILSERVICES & OPTIONSTHERMWISEPROFILE

- Services & Options
- Contact Dominion Energy

Support GreenThermSM

[REDACTED] Account Number: [REDACTED]

GreenThermSM Sign Up Request



GreenThermSM is a voluntary program that provides Utah and Idaho customers an opportunity to use renewable natural gas (RNG) as a natural gas consumer. Customers elect to have a number of blocks, at \$5 each, added as a surcharge to their monthly gas bill. Dominion energy then uses these funds to purchase "green attributes" associated with the production of renewable natural gas.

For more information, please visit DominionEnergy.com/GreenTherm.
If you have additional questions, please call 877-250-0037.

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 Cancel

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Enrollment Form

GreenTherm is a voluntary program that provides Utah customers an opportunity to use renewable natural gas (RNG) as natural gas consumers. Customers can elect to have a number of blocks, at \$5 each, added as a surcharge to their monthly gas bill. Dominion Energy then uses these funds to purchase “green attributes” associated with the production of renewable natural gas.

CUSTOMER NAME		
ADDRESS	STATE	ZIP
PHONE	EMAIL	
DOMINION ENERGY ACCOUNT NUMBER		
DOMINION ENERGY SERVICE AGREEMENT NUMBER		
BLOCKS* (One block = \$5)		
_____ number of blocks x \$5 per block = _____ monthly surcharge		
SIGNATURE		

*One block is equal to five therms equivalent of RNG. Five therms is equal to half a standard dekatherm. The typical Utah 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.

The Dominion Energy GreenTherm Program is an approved program by the Utah Public Service Commission. Please note that by signing this form you agree to let Dominion Energy include at least \$5 per block/month surcharge on your bill depending on the number of blocks selected. Signing this form does not constitute a long-term contract associated with your participation. Please note that customers may apply for or leave this program at any time throughout the year. Changes to a customer’s bill will take effect 30 days after election and will appear on the next bill thereafter. Customers who have, in the most recent twelve-month period (a) received a shut-off notice, (b) entered into a payment agreement with the Company for a delinquent bill, or (c) have had service terminated are not eligible to participate in this program. The GreenTherm offering (price per block, and RNG equivalent per block) may be changed at any time contingent upon approval from the Utah Public Service Commission. Please note that this surcharge is completely optional and that you may opt out of it at any time by contacting us at 800-323-5517 or logging in to your account on DominionEnergy.com. For additional program details visit DominionEnergy.com/GreenTherm.



<Customer Name>

<Mailing Address>

<City, ST Zip>

Dear <Customer Name>,

Thank you for supporting renewable natural gas through Dominion Energy's GreenThermSM program. You have opted to purchase < x > block(s) of renewable natural gas every month. One block equates to half a dekatherm of renewable natural gas green attributes. Green attributes represent the "green" or renewable energy component of natural gas that is produced from renewable resources. In essence, the green attribute certifies that renewable energy has been produced.

The typical natural gas residential customer in Utah and Idaho consumes 80 dekatherms per year. For a full year of participation, each block of renewable natural gas is equal to 6 dekatherms or 7.5% of a typical customer's annual gas consumption. **[If data is available]:** Based on your last 12 month's consumption of <x> dekatherms and subscribing to <x> blocks of renewable natural gas, <x>% of your consumption will be from renewable natural gas. As part of your GreenTherm participation, you will see a monthly surcharge of <x> on your natural gas bill each month or <x> per year. A line item detailing this surcharge will be included on your monthly Dominion Energy bill.

Participation in the GreenTherm program is voluntary. You may opt out of the program or change your block election at any time by logging into your account on DominionEnergy.com or calling 800-323-5517 Monday through Friday, 7 a.m. to 6 p.m.

Thank you for your participation,

Dominion Energy Utah



What is renewable natural gas?

Renewable natural gas 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 GreenTherm?

GreenTherm is a voluntary program that provides Dominion Energy's Utah and Idaho customers an easy and convenient way to support the development of renewable energy by purchasing "green attributes."

What is a green attribute?

Renewable natural gas is made up of two components: a gas molecule and a green attribute. A green attribute is a certificate that verifies the gas was produced from a renewable source. With the GreenTherm program, Dominion Energy purchases green attributes. The renewable natural gas molecule can be sold at the same price as conventional natural gas while the green attribute has an additional value for its environmental benefits.

How does the program enrollment process work?

Participation in the GreenTherm program is completely voluntary. Customers elect to pay a surcharge of \$5 per block per month to be more environmentally friendly and support the development and advancement of renewable natural gas.

Who is eligible to participate in the GreenTherm Program?

All Utah and Idaho customers connected to Dominion Energy's distribution system are eligible to participate in the GreenTherm program.

Natural gas is already abundant. Why is Dominion Energy offering a renewable natural gas program?

Dominion Energy recognizes that customers have varying environmental and efficiency goals. Natural gas is considered the cleanest fossil fuel; still, many customers prefer their energy coming from renewable sources. Capturing methane generated from landfills, agricultural waste or food waste prevents it from being released into the atmosphere.

What are the benefits of signing up for GreenTherm?

In addition to helping build demand for renewable energy, you will receive an annual participation report highlighting your support and the overall effect of the program.

By supporting GreenTherm, am I making a difference?

Yes. By capturing methane released from organic waste such as wastewater, food waste and animal waste and repurposing it as renewable natural gas, the GreenTherm

program can help reduce the effects of climate change and may improve air quality. According to the Environmental Protection Agency, the climate change impact of methane is 25 times greater than carbon dioxide. Also, depending on the source of renewable natural gas, air quality may be improved by eliminating the need of certain organic waste facilities to inefficiently burn raw methane, thus reducing NOx and other air quality particulate emissions.

Do the renewable natural gas attributes in this program come from local sources?

The GreenTherm program seeks to purchase renewable natural gas attributes from local sources in Utah or Idaho. However, if Dominion Energy is unable to find renewable natural gas attributes in these states, they will be purchased where available.

What is included in the \$5 per block cost?

The \$5 per block cost includes the purchase of a half dekatherm of renewable natural gas green attributes as well as program-related marketing and administration costs.

What is a dekatherm?

A dekatherm is a standard unit of measuring energy used primarily to measure natural gas. One dekatherm is equivalent to 10 therms or 1,000,000 British thermal units. A typical residential customer consumes 80 dekatherms annually.

Why is renewable natural gas more expensive than conventional natural gas?

Renewable natural gas is currently more expensive to produce than conventional natural gas. While both conventional natural gas and renewable natural gas must be processed to satisfy pipeline safety and quality standards, the processing differs and costs more for renewable natural gas.

Will the price of renewable natural gas decrease?

Renewable natural gas is a promising alternative energy source, like solar and wind power, that can help satisfy a growing demand for renewable energy sources and lower greenhouse gas emissions. This demand could encourage improved technologies and lower prices over time.

If I don't want to participate, will the GreenTherm program increase my bill?

No. Customers who do not participate will not pay more for natural gas.

Does Dominion Energy profit from my GreenTherm participation?

No. Dominion Energy does not profit from the GreenTherm program.



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.

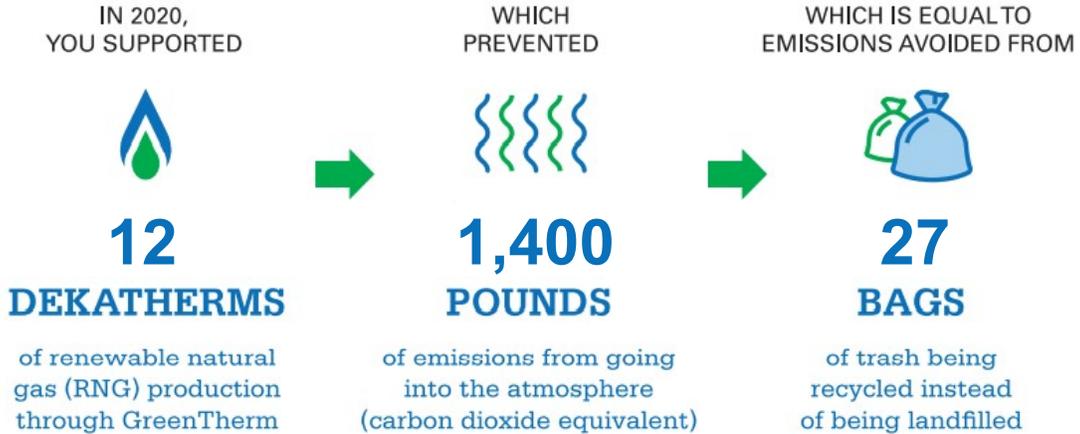
For more information and to view Dominion Energy's annual program report to the Utah Public Service Commission, please visit [DominionEnergy.com/GreenTherm](https://www.dominionenergy.com/greentherm). This report is scheduled to be published in June 2021.

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

Your Annual Report:

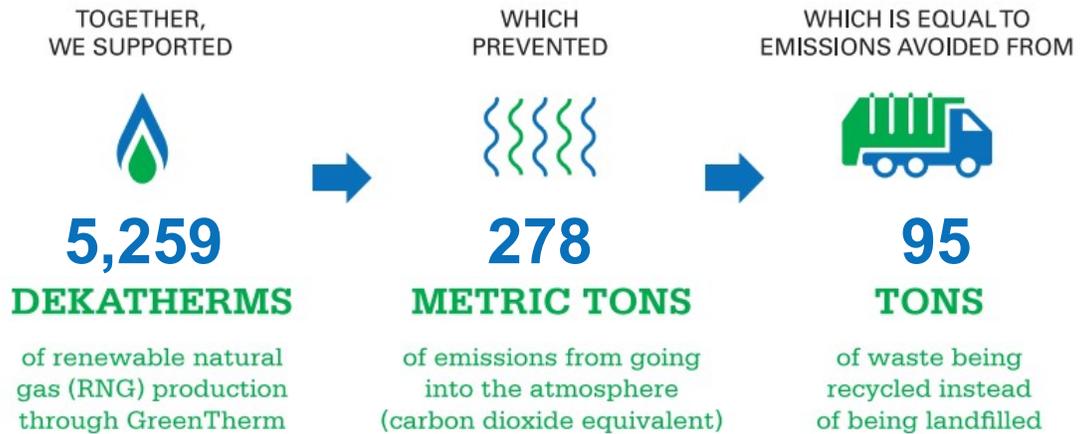


**Thank you for supporting
renewable natural gas!**



2020 Program Results:

1,269 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: 10,518
RNG Attributes Purchased: 6,000

Total Program Contributions: \$52,589
Marketing and Administration Costs: \$4,774

Dominion Energy
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