

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.



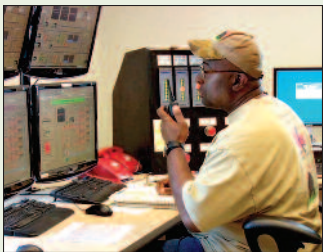
Bob Jones

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 Virginia.

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)



Courtesy NC GreenPower

Khlaire Parré's solar-powered Kitty Hawk beach house is part of the NC GreenPower program.

North Carolina goes green

With every passing year, more renewable energy sources are added in the Tar Heel state.

Today, the **NC GreenPower** program supports 553 North Carolina energy producers.

The producers generated some 30 million kilowatt-hours of renewable electricity last year. NC GreenPower says that is enough electricity to power more than 2,000 homes.

The electricity — generated by solar, wind, hydroelectric, landfill gas and wood waste — offsets power from nonrenewable sources, such as coal and natural gas.

Dominion purchases power from four small solar and two small wind generators in the program.

NC GreenPower is a nonprofit program set up by the North Carolina Utilities Commission. Participants are able to make *tax-deductible* contributions through their electric bills.

Visit www.ncgreenpower.org for more information or to sign up.



Level your payments

To avoid the highs and lows of seasonal electricity bills, consider our budget-billing program.

With budget billing:

- 1 *Your electric payments are evenly balanced throughout the year.*
- 2 *You no longer have the worry of high seasonal bills.*
- 3 *The budget amount may be reviewed twice a year and adjusted for any underpayment or overpayment.*

Sign up online at www.dom.com. Search: **budget billing**. Or call **1-866-DOM-HELP**.

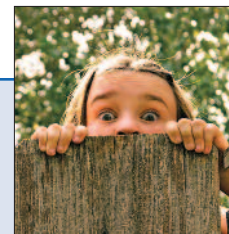
For extra convenience, combine budget billing with Dominion's bank-drafting program so your payment can be deducted automatically from your bank account each month.



Don't let anyone mess with meters

Tampering with electric meters is against the law — *and it is dangerous*. It could lead to explosions or fires and could threaten lives.

If you suspect incidents of meter tampering, report them at **1-866-DOM-HELP**. Your report will remain confidential.



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.*
- *Check your balance.*
- *Update your mailing address and phone number.*

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. To contact us, please write to:

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