

**BEFORE
THE PUBLIC UTILITIES COMMISSION OF OHIO**

In the Matter of the Application of The East)
Ohio Gas Company d/b/a Dominion Energy) Case No. 15-1712-GA-AAM
Ohio for Approval to Change Accounting)
Methods

**ANNUAL REPORT OF
THE EAST OHIO GAS COMPANY D/B/A DOMINION ENERGY OHIO**

The East Ohio Gas Company d/b/a Dominion Energy Ohio (DEO or the Company), pursuant to the Commission’s November 3, 2016 Opinion and Order adopting the Pipeline Safety Management Program (PSMP), respectfully submits its annual report detailing DEO’s PSMP-related expenses deferred in calendar year 2021 and a description of activity in 2021 on PSMP initiatives. In support of its annual report, DEO states as follows:

1. DEO is an Ohio corporation engaged in the business of providing natural gas service to customers in Ohio and, as such, is a “natural gas company” and “public utility” as defined by R.C. 4905.03(E) and 4905.02(A), respectively.
2. On November 3, 2016, in accordance with R.C. 4905.13, the Commission approved DEO’s application to establish a regulatory asset to defer up to \$15 million annually through the PSMP to reduce key risks, continue to ensure the safe and reliable operation of its system, and ensure compliance with pipeline safety laws. The Commission initially required DEO to file an annual report for its PSMP by June 1 each year, beginning in 2017 for calendar year 2016 expenditures, detailing the deferred expenses, baseline performance levels for each safety initiative, safety performance improvements compared to the baselines, results of ongoing and future investigations, any mid-term adjustments, and efforts towards identifying efficiencies and implementing cost-savings measures. The Commission further required DEO’s annual report to include an audit report prepared by DEO’s external auditor summarizing its

findings with respect to the accuracy of DEO's accounting for PSMP-related expenditures.

3. The Commission also established that, with the filing of the annual report, Staff should conduct an annual review of reported program expenditures and file a Staff Report no later than 90 days subsequent to the annual report filing. Once the Staff Report is filed, DEO is granted 30 days to accept Staff's recommendations or to object thereto.

4. The Commission modified and clarified these procedures in its Supplemental Finding and Order issued in this case on March 11, 2020. The Commission modified the filing schedule, requiring DEO to file its annual report on or before September 1 of each year. The Commission also clarified the process for including new PSMP initiatives. New initiatives must be proposed in the appropriate annual report, and if Staff objects to a new initiative in its Staff Report, DEO may not begin deferring expenses associated with a new initiative until the Commission issues an order approving the inclusion of the new initiative.

5. In support of this annual report, DEO includes the following appendices:

- **Attachment A:** Schedule of Deferred Costs for the Twelve Months Ended December 31, 2021
- **Attachment B:** Report Prepared by DEO's Independent Auditor
- **Attachment C:** Programmatic Review of PSMP Initiatives for 2021

6. The programmatic review contains various metrics, statistics, and other measures to assist in gauging and improving the effectiveness of these programs. (*See Application ¶¶ 9–10 (Oct. 1, 2015).*) In accordance with the stipulation and application, the measures are subject to change based on internal review of the PSMP initiatives and discussions with Staff. As the Company continues to implement and analyze the programs, including newly available data, it may be determined that new or refined metrics provide better measures of program effectiveness.

7. DEO will continue to identify savings and efficiency opportunities as the initiatives are fully implemented.

WHEREFORE, DEO respectfully submits this annual report for Commission Staff's review, and requests a recommendation that all 2021 PSMP-related expenses be deferred.

Dated: September 1, 2022

Respectfully submitted,

/s/ Christopher T. Kennedy
Mark A. Whitt (0067996)
Christopher T. Kennedy (0075228)
WHITT STURTEVANT LLP
The KeyBank Building, Suite 1590
88 East Broad Street
Columbus, Ohio 43215
Telephone: (614) 224-3912
whitt@whitt-sturtevant.com
kennedy@whitt-sturtevant.com

Andrew J. Campbell (0081485)
DOMINION ENERGY, INC.
88 East Broad Street, Suite 1303
Columbus, Ohio 43215
Telephone: (614) 601-1777
andrew.j.campbell@dominionenergy.com

(Counsel willing to accept service by email)

ATTORNEYS FOR THE EAST OHIO GAS
COMPANY D/B/A DOMINION ENERGY OHIO

CERTIFICATE OF SERVICE

I hereby certify that a copy of this Annual Report was served by electronic mail this 1st day of September 2022 to the following:

Thomas Lindgren
Office of the Ohio Attorney General
Public Utilities Section
30 East Broad Street, 16th Floor
Columbus, OH 43215
thomas.lindgren@ohioattorneygeneral.gov

/s/ Christopher T. Kennedy
One of the Attorneys for The East Ohio Gas
Company d/b/a Dominion Energy Ohio

Attachment A

DEFERRED COSTS FOR THE TWELVE MONTHS ENDED DECEMBER 31, 2021

		2020													2021 YTD	2021
		Cumulative	2021												Incremental	Cumulative
		Total	January	February	March	April	May	June	July	August	September	October	November	December		Total
(1)	Beginning Balance Before Interest	\$ -	\$ 57,634,251.86	\$ 58,041,754.93	\$ 58,527,935.22	\$ 59,172,052.02	\$ 60,003,990.01	\$ 61,332,757.34	\$ 61,940,500.67	\$ 62,737,845.12	\$ 63,873,811.43	\$ 64,827,570.22	\$ 65,456,093.82	\$ 67,643,239.51		\$ -
(2)	Initiatives															
	Asset Data Collection Initiative	#####	57,254.91	52,358.56	51,549.29	91,131.55	155,860.67	95,270.83	101,934.65	150,571.48	100,399.65	61,983.14	721,907.24	90,543.40	1,730,765.37	15,794,104.84
	Advanced Workforce Training Initiative	16,603,784.58	52,635.49	37,637.69	50,564.30	61,631.40	353,317.22	43,788.28	198,963.86	191,641.85	204,937.19	210,964.92	192,645.40	394,911.09	1,993,638.69	18,597,423.27
	Damage Prevention Initiatives	8,450,854.57	116,157.65	183,712.31	307,768.70	101,319.57	568,091.36	204,028.95	217,810.53	314,636.01	307,324.22	435,959.69	227,439.46	2,909,342.19	11,360,196.76	
	Quality Assurance Program	1,632,928.78	31,273.35	28,402.27	31,157.80	(18,651.68)	20,438.79	21,545.97	21,428.68	25,984.83	27,295.56	19,689.27	7,586.76	221,459.28	1,854,388.06	
	Gathering Rights of Way Maintenance Initiative	11,375,261.37	630.88	12,755.73	14,180.37	246,023.13	490.39	1,303.52	158.98	2,051.06	1,305.15	2,325.84	72,619.41	1,651,840.96	2,005,685.42	13,380,946.79
	Service off Service	294,880.35	70,119.32	89,356.97	102,410.89	116,254.63	156,242.35	173,130.92	193,839.68	210,303.36	228,520.05	229,743.13	489,477.60	634,040.25	2,699,439.15	2,988,319.50
	Underground Storage Integrity Program	5,213,202.74	79,431.47	81,956.76	86,985.45	234,229.39	74,326.55	68,674.86	63,208.07	240,777.72	83,976.97	178,223.56	266,949.59	64,812.09	1,523,552.48	6,736,755.22
(3)	Subtotal: Incremental Expenses	\$ 57,634,251.86	\$ 407,503.07	\$ 486,180.29	\$ 644,116.80	\$ 831,937.99	\$ 1,328,767.33	\$ 607,743.33	\$ 797,344.45	\$ 1,135,966.31	\$ 953,758.79	\$ 628,523.60	\$ 2,187,145.69	\$ 3,068,894.93	\$ 13,077,882.58	\$ 70,712,134.44
(4)	Cumulative Balance Before Interest	57,634,251.86	58,041,754.93	58,527,935.22	59,172,052.02	60,003,990.01	61,332,757.34	61,940,500.67	62,737,845.12	63,873,811.43	64,827,570.22	65,456,093.82	67,643,239.51	70,712,134.44	13,077,882.58	70,712,134.44
(5)	Carrying Charges $\frac{[(1)+(4)]}{2} \times (9)$	3,547,813.86	144,595.01	145,712.11	147,124.98	148,970.05	151,670.93	154,091.57	155,847.93	157,834.71	160,876.73	162,854.58	166,374.17	172,944.22	1,868,896.99	5,416,710.85
(6)	Carrying Charges - Cumulative	3,547,813.86	144,595.01	290,307.12	437,432.10	586,402.15	738,073.08	892,164.65	1,048,012.58	1,205,847.29	1,366,724.02	1,529,578.60	1,695,952.77	1,868,896.99	1,868,896.99	5,416,710.85
(7)	Incremental Deferral		\$ 552,098.08	\$ 631,892.40	\$ 791,241.78	\$ 980,908.04	\$ 1,480,438.26	\$ 761,834.90	\$ 953,192.38	\$ 1,293,801.02	\$ 1,114,635.52	\$ 791,378.18	\$ 2,353,519.86	\$ 3,241,839.15	\$ 14,946,779.57	\$ 76,128,845.29
(8)	Cumulative Balance for Deferral	\$ 61,182,065.72	\$ 61,734,163.80	\$ 62,366,056.20	\$ 63,157,297.98	\$ 64,138,206.02	\$ 65,618,644.28	\$ 66,380,479.18	\$ 67,333,671.56	\$ 68,627,472.58	\$ 69,742,108.10	\$ 70,533,486.28	\$ 72,887,006.14	\$ 76,128,845.29		
(9)	Monthly Carrying Charge Rate		0.250%	0.250%	0.250%	0.250%	0.250%	0.250%	0.250%	0.250%	0.250%	0.250%	0.250%	0.250%		
(10)	Approved Annual Carrying Charge Rate		3.000%	3.000%	3.000%	3.000%	3.000%	3.000%	3.000%	3.000%	3.000%	3.000%	3.000%	3.000%		

Attachment B

INDEPENDENT ACCOUNTANTS' REPORT ON APPLYING AGREED-UPON PROCEDURES

To the Board of Directors
The East Ohio Gas Company
Cleveland, Ohio

RE: Public Utility Commission of Ohio Case No. 15-1712-GA-AAM

We have performed the procedures enumerated below to assist The East Ohio Gas Company d/b/a Dominion Energy Ohio (a wholly-owned subsidiary of Dominion Energy, Inc.) ("DEO" or the "Company") and the Public Utilities Commission of Ohio (the "PUCO") with respect to the PUCO's evaluation of the Company's compliance with PUCO Case No. 15-1712-GA-AAM in conjunction with the balance of accumulated cost deferrals for the Pipeline Safety Management Program ("PSMP") for the period January 1, 2021 through December 31, 2021. The Company's management is responsible for the Company's compliance with these requirements.

DEO has agreed to and acknowledged that the procedures performed are appropriate to meet the intended purpose of the engagement, as described above. In addition, the PUCO has agreed to and acknowledged that the procedures performed are appropriate for their purposes.

We make no representation regarding the appropriateness of the procedures either for the purpose for which our report has been requested or for any other purpose. Accordingly, this report may not be suitable for either the purpose of which this report has been requested or for any other purpose. The procedures performed may not address all the items of interest to a user of this report and may not meet the needs of all users of this report and, as such, users are responsible for determining whether the procedures performed are appropriate for their purposes.

The procedures that were performed and our findings are as follows:

1. Obtained from Company management the detail of the PSMP cost deferrals by month for the period from January 1, 2021 to December 31, 2021 and agreed the total deferrals to the Company's summary schedule to be filed with the PUCO as part of the PSMP annual report, and performed the following procedures:
 - a. Removed all prior year (cumulative cost deferrals through 2020) PSMP activity from current year totals. Agreed the remaining activity to the change in the 2021 PSMP cost deferrals by agreeing the detail obtained in Step 1 above to account 1242153 (PSMP Deferral) in the Company's general ledger and by adding the difference between the December PSMP deferral estimate and December PSMP deferral actual costs within account 1242153. While reconciling the activity per Step 1a and Step 1b (below), we noted a difference of \$73.91 which was due to a 2020 correction recorded in 2021.

- b. Agreed the beginning balance (with a difference of \$73.91) of the PSMP deferral summary schedule of deferrals by month, to the beginning balance of the 2021 PSMP deferral account 1242153, and the difference between the December 2020 PSMP deferral estimate and PSMP actual deferrals.
 - c. Haphazardly selected 3 months included in the detail obtained in Step 1 above. For each month selected, haphazardly selected 5 individual cost line items from the activity detail (15 total selections) and agreed the cost included in the detail to supporting documentation for each selection.
 - i. For the 15 labor charges in our selections, we recalculated the total charges selected by multiplying the total hours charged by the employee to a PSMP-related WBS code by the employee's activity rate without exception. We agreed the total hours charged to the WBS and the employee's activity rate to the Company's payroll system and found them to be in agreement. We inspected the Company's records and determined that the selected employees were assigned to a PSMP-eligible position.
- 2. We obtained from Company management the monthly detail of the carrying charges included in the PSMP cost deferrals for the period from January 1, 2021 to December 31, 2021 and performed the following procedures:
 - a. Agreed the monthly detail of the carrying charges to the total carrying charges included in the detail obtained in Step 1 above and found them to be in agreement.
 - b. Haphazardly selected 3 months and recalculated the monthly carrying charges for the selected months without exception by multiplying the Company's average of the monthly beginning and ending balance from the PSMP Deferral Monthly Summary (obtained in Step 1) by the Commission approved three percent per annum rate without compounding.

We were engaged by the Company to perform this agreed-upon procedures engagement and conducted our engagement in accordance with attestation standards established by the American Institute of Certified Public Accountants. We were not engaged to, and did not, conduct an examination or review engagement, the objective of which would be the expression of an opinion or conclusion, respectively, on the Company's compliance with PUCO Case No. 15-1712-GA-AAM in conjunction with the balance of accumulated cost deferrals for the PSMP for the period January 1, 2021 through December 31, 2021. Accordingly, we do not express such an opinion or conclusion. Had we performed additional procedures, other matters might have come to our attention that would have been reported to you.

We are required to be independent of the Company and to meet our other ethical responsibilities, in accordance with the relevant ethical requirements related to our agreed-upon procedures engagement.

This report is intended solely for the information and use of company, Dominion Energy Inc., and the PUCO and is not intended to be and should not be used by anyone other than these specified parties.

Deloitte & Touche LLP

August 31, 2022

Attachment C

Dominion Energy Ohio

2022 Pipeline Safety Management Program (PSMP)

Annual Report

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INTRODUCTION

Dominion Energy Ohio (DEO) continued to make strides in enhancing its Pipeline Safety Management Program (PSMP) during 2021. DEO continued several key actions, which are discussed more fully below.

DAMAGE PREVENTION INITIATIVES

DEO received approximately 3.4% less excavation tickets in 2021 as compared to 2020. This decrease was likely a result of the continuing impact of OH811 grid reductions which were completed in the 4th Quarter of 2019.

At the same time, DEO experienced a 7.8% increase in excavation damages in 2021 as compared to 2020. DEO is taking the following steps within the context of the damage prevention initiatives to increase effectiveness and reduce excavation damages.

- DEO continues to leverage risk-modeling software to prevent excavation damages. Using predictive analytics to determine where damages are most likely to occur, DEO deploys resources to work with excavators in order to encourage safe digging and prevent damages. The scoring mechanism for tickets was updated this year and a scale of 0.0 - 1.0 was adopted (1 being the highest risk) in order to enhance focus on the top 1% of highest risk tickets.
- DEO is continuing to assess the effectiveness of its current risk model, which was developed by an external vendor, and a risk algorithm and program that was developed internally.
- DEO would also note that it is transitioning line locating services to a new vendor. The vendor is a single source locator who will focus on the locating of gas pipelines exclusively for each one call ticket. This transition is planned to occur in October 2022.

Metrics:

Metrics	2016	2017	2018	2019	2020	2021
Damages per one thousand tickets	3.28	2.99	3.04	3.50	3.10	3.44

Unconventional Locate Expert Program

In 2021, DEO expanded its work with USIC/Reconn to improve locating accuracy for service lines and to reduce excavation damages. Approximately 56% more service lines were assessed through the unconventional locate program in 2021 than in 2020, and approximately 94% of services were successfully located.

The service line data completion rate has remained constant in 2020 and 2021, and damages on service lines have also stabilized. DEO plans to increase its focus on unconventional locate activities in 2022, in order to improve records and continue to reduce service line damages.

Metrics:

Metrics	2016	2017	2018	2019	2020	2021
Tickets sent to unconventional crews		707	2,330	2,320	1,828	2,554
Service lines assessed through unconventional program		503	1,837	1,962	1,536	2,411
Service lines successfully located		405	1,569	1,561	1,322	2,282
Percentage of successfully located services		80.5%	85.4%	79.6%	86.1%	93.7%
High profile services located		242	1,262	1,050	696	1,446
Number of Service Line Data Sheet (SLD) opportunities		319	1,315	1,227	1,125	1,751
Number of SLDs completed		255	1,178	1,034	864	1,298
SLD completion rate		79.9%	89.6%	84.3%	76.8%	75.7%
Damages on assessed service lines		0	6	4	2	2

Enhanced Excavation Monitoring Program

In 2021, DEO continued to use the Ticket Risk Assessment (TRA) program with TRA technicians from USIC/RECON fully dedicated to the program and increased the number of tickets monitored by a technician by approximately 12%.

DEO's damage investigation team continues to provide key information to inform the predictive analytical model. DEO will continue to assess its use of the risk model and the effectiveness of the TRA technicians in order to address damage prevention challenges.

Metrics:

Metrics	2016	2017	2018	2019	2020	2021
Tickets assessed through risk algorithm		165,607	249,861	293,271	282,642	220,196
Percentage of tickets with risk probability score ≥ 5.0 *		10.8%	10.0%	10.0%	10.0%	0.90%
Tickets monitored by TRA technician		5,892	14,069	16,969	11,398	12,750
Percentage of tickets with risk probability score ≥ 5.0 monitored by TRA technician		29.7%	49.6%	57.6%	39.9%	73%
Total damages on tickets with risk score ≥ 5.0		171	337	355	255	56
Total number of damages w/ TRA technician on site		51	149	144	100	17
Damage ratio on tickets with a risk score ≥ 5.0 *		9.60	11.95	12.04	8.92	29.38
Damage ratio w/out utilizing a TRA technician		10.07	13.23	12.23	9.02	75.59
Damage ratio w/ utilization of TRA technician		8.66	10.64	8.49	4.30	12.23

* Note: "Percentage of tickets with risk probability score ≥ 5.0 " metric for 2021 reflects a change in the scoring mechanism utilized by the risk algorithm software vendor. The new scoring mechanism enables a focus on the top 1% of highest risk tickets, instead of the top 10% of highest risk tickets. As shown above, damage ratios are significantly higher when analyzing the highest 1% of riskiest tickets. The difference in damage ratio validates the effectiveness of dig site interventions versus no intervention at all.

Damage Investigation Program

DEO continued to complete damage investigations on all excavation damages in 2021. Full investigation and assessment of damage root causes provide critical information for the predictive analytical model and will provide information on which to base additional damage prevention improvements.

Metrics:

Metrics	2016	2017	2018	2019	2020	2021
Number of damages			530	1,171	992	1,066
Investigations completed			530	1,171	992	1,066
Investigations completed w/in 30 days			530	1,171	992	1,005
Percentage of investigations completed w/in 30 days			100%	100%	100%	94%

Enhanced Excavator Communication and Training

In 2021, DEO continued the programs associated with the Enhanced Excavator Communication and Training initiative. DEO's partnership with the Cleveland Indians, Paradigm and the National Excavators Initiative continues to be important outreach programs for the "Call Before You Dig" messages throughout our service territory and beyond.

This program and other outreach initiatives are detailed below:

Cleveland Indians – 8-1-1 “Call Before You Dig” campaign

- 162 Live In-Game Broadcast Network Radio Reads in 2021

Live Radio Read Script: *“Dominion Energy wants to remind you, whether you are an individual or contractor, state law requires you to “Call 8-1-1 Before You Dig” to have underground utilities marked. It’s simple and FREE, dial 8-1-1 at least two business days prior to digging for your safety!”*



- Cleveland Indians Radio and Television Network:
 - 20,000 listeners during any 15-minute increment of in-game broadcast
 - Aired on WTAM 1100 and WMMS 100.7 simulcast and across the entire Indians Radio Network (18 AM stations and 9 FM stations)
 - Top 10 in MLB viewership with over 68,000 households viewing per game
 - Games streamed over iHeart Radio over 5.5 million times.
 - Over 8,000 streams per game over the MLB At Bat App.
- Progressive Field Advertising Assets
 - Outfield Wall Sign
 - Secondary Home Plate

- Upper and Lower Stadium LED Signage
- Digital Outfield Wall Signage



Paradigm Collaborative Program – DEO continued its participation in the Paradigm Collaborative Program, which assists pipeline operators to increase public awareness of pipeline safety through consistent messaging specifically targeted to individual stakeholder groups.

- Stakeholder included groups: Affected Public, Emergency Officials, Excavators, Public Officials, Farmers, and Schools.
- Each communication includes a stakeholder-specific brochure, an operator profile, and a business reply survey to measure understandability of the message, outreach, and behavior.

Metrics: 2017 will be considered the baseline year.

- Annual Paradigm Collaborative Program Effectiveness Measures – please see Appendix A.



DEO continued its participation with this organization, whose mission is to provide meaningful information and helpful resources related to damage prevention and safety that not only captures the attention of excavators, but all stakeholders involved in the damage prevention process, as well as the general public.

NEI 2021 Media Outreach Successes:

Broadcast & Cable Television

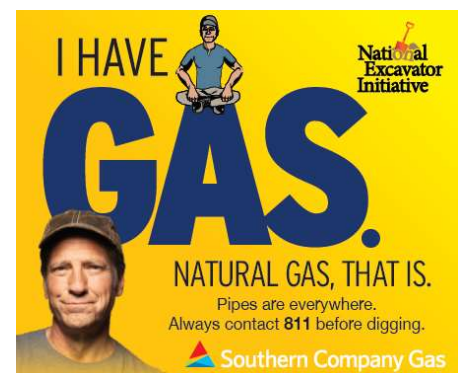
- 20+ networks in targeted delivery
- Total impressions: 50 million

Broadcast Radio

- National distribution
- August through November
- 42,760 airing of “I have Gas” PSA
- Estimated impressions: 148 million

Electronic Media-Banner ads, search, redirect and geofencing

- Sponsored ads on national and targeted delivery
- Total impressions: 15 million



Newspaper

- National distribution
- 954 outlets
- Total impressions: 286 million

Brochures

- 23 states, including Ohio
- Distribution of 375,962

Facebook

- Sponsored ads on national and targeted delivery
- National and focused coverage
- Total impressions: 3 million

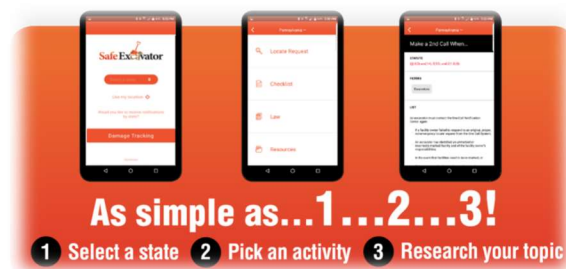
Billboards

- 100+ locations throughout the United States
- Total impressions: 70 million



Safe Excavator App for iPhone and Android systems

- Identifies state-specific requirements for excavation in an easy-to-understand format
- Connects electronically to make a one call request
- Lists how to contact state one call centers
- Provides supporting operators emergency and general contact information
- API RP 1162 required messages on:
 - ☐ Leak recognition
 - ☐ Release response
 - ☐ Reporting damage



YouTube

- Pre-roll ad for topics related to digging
- National and focused coverage
- Total impressions: 6 million

Safe Excavator Website (www.safeexcavator.com)

- Contains state laws by topic
- Educational videos
- Safe digging checklist

Additional efforts through:

- Safe Excavator App (Apple and Android) – approximately 10,000 users
- Safe Excavator Website – more than 100,000 visitors
- Social media engagement through earned media – approximately 100 posts throughout the year
- Monthly tool kit distribution and used by 60+ companies including those in Ohio.

Enhanced Monitoring – Low Pressure Regulating Stations

In 2021, DEO continued its program to assess and monitor excavation activity near its low pressure (LP) regulating stations. Assessment of stations is being completed to affirm the correct location and documentation of existing control lines through records review and field verification. Where documentation and records are insufficient, DEO is exposing the control lines, updating the records, and installing locator/marketing balls. As of December 2021, DEO has assessed 52% of low pressure regulating stations and will continue assessments until all are completed. Instances where buried control lines do not terminate inside a regulating station building or inside DEO's fence will be monitored when excavation activity is in the immediate vicinity. All LP regulating stations will be monitored until the assessment is complete and DEO verifies that the control lines are not at risk.

DEO has access to a database utilized by its locate contractor that tracks 811 tickets in real time that are near low pressure regulating stations in order to mitigate more effectively the risk of damage during excavation.

Metrics: As this program matures and as assessments are completed, these metrics will be evaluated and refined or redefined as needed.

Metrics	2016	2017	2018	2019	2020	2021
Total number of LP stations assessed					430	605
Percentage of LP stations assessed					37%	52%
Number of OH811 tickets within a 100' proximity to LP stations					4353	6889
Number of excavation damages on control lines at LP stations					0	0

ADVANCED WORKFORCE TRAINING INITIATIVE

DEO continued implementation of its advanced workforce training strategy in partnership with Mosaic in 2021. Below are the milestones reached in 2021:

- Instructor Development
 - Completed the comprehensive Instructor Development Plan, including:
 - Training on facilitation skills, classroom coaching skills, and adult learning methodologies.
- Training Development Production Process
 - Continued to adhere to Style Guide and development processes to document training materials for new curricula.
 - Created Design Standards Guide to provide consistent formatting and design for new training materials.
- Curriculum Development - Both Construction and Maintenance (C&M) and Inspection Curriculum Builds were approximately 61% complete by the end of the year. In particular, the following elements of the curriculum development were completed:
 - Construction and Maintenance (C&M):
 - Pipe Joining Beta, train-the-trainer, and pilot
 - C&M Basics Beta, train-the-trainer, and pilot
 - Service Line Construction Beta, train-the-trainer, and pilot
 - Main Line Construction Beta
 - Advanced Pipeline Work Beta
 - Inspection:
 - Inspector Basics Beta, train-the-trainer, and pilot
 - Pipeline Components Beta
 - General Construction Beta
- Completed implementation of new system for Operator Qualification and continued to transition employees from prior OQ system.
- Continue to implement new system for Operator Qualification.

Metrics: In prior years, the metrics below were reported separately for each particular job role/grouping. As the AWTI program continues to mature, prior-developed training modules and job aids will be utilized in part and further specialized for additional roles. Therefore, going forward, the development of training hours and job aids will be reported in total rather than by job role. Likewise, the average score of knowledge assessments represents the combined average score of all DEO employees who have been assessed.

Metrics	2016	2017	2018	2019	2020	2021
Total number of training hours developed		179	328	80	16	96
Total number of job aids created		139	315	83	32	73
Number of employees completing training courses			6	60	66	104
Average score of knowledge assessments Overall			94%	92%	89%	91%

	Metrics			2016	2017	2018	2019	2020	2021
Instructional Effectiveness	Surveys completed in Survey Monkey				314	289	361	37	131
	Respondents <i>Agree</i> or <i>Strongly Agree</i> that content supports their learning experience					89%	84%	94%	94%
	Respondents <i>Agree</i> or <i>Strongly Agree</i> that instructor was knowledgeable					98%	89%	100%	90%
Technology and Tools	Number of employees utilizing the electronic Help & Support tools				8	38	38	All DEO employees have access	All DEO employees have access
	Total number of training hours developed				179	328	80	16	96
Training Facility Completion	Training Facility Completion	Training Town			50%	80%	90%	90%	100%
		Flow Labs			80%	90%	95%	95%	95%

ASSET DATA COLLECTION

In 2021, DEO continued to make progress on the components of Asset Data Strategy, Data Governance, and MAOP Validation within the Asset Data Collection initiative.

Asset Data Strategy (ADS)

The ADS team completed projects in these areas:

- Asset Data Collection Tools (Esri Tools):
 - In 2021, ADS established a process that enables DEO to receive and deploy electronic data view and collection requests with a short turnaround time and minimal

investment. Some of these requests involve long term solutions and some are short term – all offer a level of data validation and visibility to data collected.

- Metrics:
 - Number of Forms deployed:
 - 2020 – 5 forms
 - 2021 – 17 forms
- Construction Mobility:
 - Completed use cases and selected GPS & Barcode equipment to be used in pilot. The project is designed to capture asset data in the field electronically for tracking and traceability as well as GPS-based location information.
 - A hands-on pilot project of two in-house third party software options is planned for Q2 2022 to determine the best fit for DEO's needs. DEO is targeting limited hands-on beta testing in Q4 2022.
- Inspection Monitoring System (IMS) Migration:
 - Implemented an application to provide due dates and a data repository for odorant reads and odorometer calibrations.
 - Continued work on a multi-year project to migrate legacy maintenance and inspection system (IMS) to enterprise solutions. The current system contains DOT and non-DOT inspections, most notably critical valve inspections. Anticipated full deployment for asset-related inspections is now planned for the end of 2025.

Metrics: Metrics identified for Asset Data Strategy are shown below. DEO continually evaluates its processes for the reporting of metrics to ensure that the most comprehensive data set is used in order to show progress most accurately.

Metrics		2016	2017	2018	2019	2020	2021
Average days to final update of mapping in GIS after construction are complete *See Note Below		87	75	63	91	83	140
Percentage of new construction facilities mapped to the GIS with complete data		94.9%	99.6%	99.4%	99.2%	99.7%	99.6%
DOT Report	Miles of Distribution main with unknown decade of installation	94.40	88.93	83.06	79.95	78.52	71.83
	Number of services with unknown material	462,858	451,137	439,631	427,904	416,691	407,011

	Number of services with unknown size	676,992	665,729	655,475	644,706	633,297	623,002
	Number of services with unknown decade of installation	607,700	602,719	595,506	583,790	572,830	563,021
	Miles of Transmission with unknown decade of installation	0.37	0.36	0.32	0.02	0.00	0.00
	Miles of Gathering Type B with unknown decade of installation	10.18	10.18	9.91	9.92	9.92	9.81

The historical reporting process for this metric used Notifications that were "Final Update Complete" when both statuses (Closed Accounting and GIS Updated) were dated as complete within the same reporting month. The revised process will include all Notifications that are "Final Update Complete" when both statuses are dated as complete as of the end of the reporting month being calculated.

Asset Data Governance

In 2021, DEO formalized its Data Governance Council to address program prioritization/updates and began to enhance on what has already been collected. In 2022, DEO plans to focus on enrichment of the existing material collected and will begin to map data lineage from collection to reporting. DEO will also continue to pilot data quality efforts.

Metrics: As seen in the metrics below, the initial creation of the data catalog was completed in 2019. In 2020, the focus shifted to maintenance of activities, datasets, and fields that had been collected, cataloged, or identified. During 2021, the data governance team continued its annual reviews that will ensure data quality moving forward.

Metrics		2016	2017	2018	2019	2020	2021
Asset Data Catalog	Number of activities collected			306	2		
	Percentage of activities cataloged			99%	100%		
	Number of activities maintained					295	316
	Number of datasets collected			857	19		
	Percentage of datasets cataloged			98%	100%		
	Number of datasets maintained					940	1037
	Total number of fields identified			16,105	640		
	Number of fields defined			6,764	8,838		
	Total number of fields maintained					16,052	16,274
	Percentage complete			58%	100%		
	Datasets/Forms reviewed annually					86	251
	Data quality rules built					0	21

MAOP Validation

Another focus under the Asset Data Collection Initiative is the continued review of MAOP data to ensure it is traceable, verifiable, and complete (TVC) for all Transmission, Storage, Gathering, and Distribution stations, as well as Transmission and Storage pipeline systems.

In 2019, DEO completed review of MAOP data for all Transmission pipeline systems and began TVC validation of remaining Storage pipelines. As of the end of 2021 MAOP validation was completed for 50% of Storage pipelines.

Metrics:

Transmission, Storage, Gathering (TS&G) and Distribution Stations									
Station type	Baseline*		Completed by Year						
	Completed	Remaining	2015**	2016	2017	2018	2019	2020	2021
Compressor	22	0	0	7	11	4	0	0	0
Storage Runs	141	0	71	70	0	0	0	0	0
T&G	195	0	25	71	73	26	0	0	0
HCA (subset)	70	0	52	18	0	0	0	0	0
Total:	358	0	96	148	84	30	0	0	0
Distribution	63	2219	-	-	-	63	0	0	0
Total:	63	2219	-	-	-	63	0	0	0

*Baseline is the total number of stations identified for review: 358 TS&G stations and 2282 Distribution stations

**Validation of 2015 stations predated effective date of deferral authority

Percent of Stations Completed by Type



Transmission and Storage Pipelines									
Pipeline Type	Baseline*		Completed by Year						
	Completed	Remaining	2015	2016	2017	2018	2019	2020	2021
Transmission	791	0	-	-	317	54	420	0	0
Storage	100	132	-	-	0	0	17	33	50
HCA (subset)	128	2	-	-	36	11	81	0	0
Total:	891	132	-	-	317	54	437	33	50

*Baseline is the total number of pipeline miles identified for review: 1,023 miles

Percent of Line Pipe Completed by Type



QUALITY ASSURANCE

DEO Quality Management team members continued to support specific operating territories in order to increase pipeline safety presence, improve consistent communication of pipeline safety topics, and help ensure commitments to the PUCO are completed or in progress. The team was able to complete internal audits at twelve shops during 2021.

In 2021, DEO also took initial steps to modernize its approach to quality management. The team audited records related to the Purging SOP as its initial focus area. An audit checklist was developed using Survey 123 and two quality management specialists completed audits of purging records related to transmission, storage, and gathering pipeline projects during the third and fourth quarters of the year.

Through the audit, the team identified instances of incomplete documentation in the records and provided feedback to improve processes moving forward. As the Purging SOP was reviewed by another

group in 2021, the quality management team also provided input on forms used to document the purging process that will improve record keeping compliance in the future.

Metrics: When assessing documentation, a score of satisfactory was given to documentation that was deemed complete and accurate. Any portion of the documentation or any single document that failed to meet the aforementioned criteria resulted in a score of unsatisfactory. A score of unsatisfactory does not mean that the underlying activities were improperly performed or necessarily indicate that the documentation is out of compliance but that the documentation is not complete and/or accurate for the purposes of this assessment.

As the program matures metrics will be reviewed, refined, and redefined to align with the growth of the program.

Metrics:

Metrics		2016	2017	2018	2019	2020	2021
Internal Audit	Number of internal audits completed			7	14	3	12
	Percentage of operating shops audited			50%	100%	21%	86%
Construction Oversight Program	Number of construction packets audited			54	100	111	193
	Number of processes reviewed			22	30	32	43
	Percentage of documentation deemed complete and accurate			72.8%	79.7%	90.3%	95.6%
Issue Management Assessments	Number of assessments completed			4	2	0	3
	Total number of records reviewed			957	167	NA	248
	Field audits conducted			110	167	NA	223
	Percentage of documentation deemed complete and accurate			94.1%	99.4%	NA	71%

UNDERGROUND STORAGE INTEGRITY PROGRAM

In 2021, DEO completed casing inspection logs on 74 wells, of which 64 were baseline logs bringing the baseline completion to 89%. Eighty-four wellhead valves were replaced, which are comprised of master gates, side gates, and flow gates. Monthly wellsite inspections on over 800 wells were completed for 2021, along with an annual inspection of 248 Plugged and Abandoned wells. A total of 2,467 individual wellhead valve inspections were completed in 2021. A review of risk input variables was conducted, and the 2021 risk ranking was completed.

The 2020 Annual DOT report was completed and filed with PHMSA. DEO also permanently plugged one well to address integrity issues, and completed a reconditioning on one well which consisted of installing a new string of casing and cementing it to surface.

DEO continued to improve procedures with updates to its Wellhead Valve Inspection Procedures, and Plugged and Abandoned Well Inspection Procedure.

Metrics: Continuing improvements in Dominion Energy’s risk model resulted in additional refinements, which were included for previous years by re-generating the results. The results of the refined model are reflected for previous years in the tables and graphs below. In 2021, DEO began constructing a stand-alone risk model utilizing the TaskOp software. DEO’s previous risk model was on a shared platform.

DEO Risk Ranking

Metrics	2016	2017	2018	2019	2020	2021
Normalized Risk from Design Score		3.25	2.84	2.19	2.23	2.23
Normalized Risk from Integrity Score		9.85	9.00	8.73	8.22	7.91
Normalized Risk from O&M Score		0.78	0.46	0.44	0.46	0.16
Normalized Risk from Well Intervention Score		0.22	0.22	0.25	0.24	0.24
Normalized Risk from Well: Third Party Score		0.05	0.05	0.05	0.05	0.05
Normalized Risk from Surface: Third Party Score		1.42	1.11	1.16	1.20	1.19
Normalized Risk from Weather and Outside Forces Score		0.39	0.38	0.38	0.39	0.40
Normalized Risk from Reservoir: Third Party Score		0.44	0.24	0.44	0.44	0.45
Normalized Risk from Geologic Uncertainty Score		0.18	0.14	0.19	0.19	0.21
Normalized Risk from Reservoir Fluids Score		0.14	0.14	0.14	0.14	0.14

Metrics	2016	2017	2018	2019	2020	2021
Percentage of Baseline Casing Inspection Logs Completed		53%	62%	71%	81%	89%
Casing Inspection Logs Completed			76	81	82	74
Wellhead Valve Inspections Completed			2,497	2,547	2,531	2,467
Wellhead Valves Replaced			45	54	79	84
Plugged & Abandoned Well Inspections Completed			229	492	244	248

GATHERING RIGHTS OF WAY MAINTENANCE

In 2021, DEO partnered with its vendor to complete scheduled clearing in the Type B Gathering ROW in the Youngstown area. As in previous project areas, the vendor performed line locating, planning of vegetation work, customer notifications, and installed line markers. Additionally, line exposures and encroachments were identified. DEO's pilot in 2020 of the Dominion Land agents performing the easement research proved to be an effective cost savings measure and was continued through 2021. Dominion will continue to leverage this cost savings and efficiency measure when possible for easement research in future years of the program. The next area to be planned was identified and a contract was executed with a vendor to perform line locating, customer notifications, line marker installations, and compile information for a bid package of the future clearing work in the Canton Perry Yard shop area.

Previously cleared project areas were also reviewed in 2021 and herbicide applications were made to ensure continued maintenance of the recently cleared areas. The goal of the vegetation management plan is to at minimum greatly reduce the frequency in which the rights-of-way need mowed, encourage growth of low native grasses, and prevent the growth of the woody species.

Metrics:

Metrics	2016	2017	2018	2019	2020	2021
Cumulative percentage of Type B Gathering lines cleared and/or assessed		2.2%	16.1%	42.2%	58.0%	68.0%
Miles of Type B Gathering lines cleared and/or assessed		13.5	84.5	158.5	95.6	65.2
Miles of Type B Gathering lines located		21	77	165	100	84
Number of new line markers or replacement stickers installed		420	155	617	171	110
Number of encroachments identified and reported			29	9	30	29
Number of exposures identified and reported			7	17	14	11

SERVICE OFF SERVICE

In 2021, the Service of Service (SOS) team continued to work through the accelerated assessment process. Resources were added to focus on campus creation and generating field verification packets in order to fully assess potential SOS scenarios. By the end of 2021, approximately 65% of customer accounts have been initially assessed, placed into a campus and had a field verification packet generated. Resources were also added to complete field verification packets for suspect service off

service sites. By the end of 2021, the team completed approximately 2532 field verification packets and was able to complete the SOS Review on approximately 1273 sites.

Remediation efforts continued in 2021. The SOS team generated survey mapping for confirmed SOS sites and established new/adjusted existing leak survey areas. The team also worked through assessment and planning remediation efforts for DEO's Rooftop SOS sites. Ten rooftop SOS sites went through the MAOP validation process where valves were established, sites were accurately mapped, and coating issues were addressed. The remaining rooftop SOSs are in a plan to be replaced by installing new pipe and relocating the meters to ground level.

Metrics: As the program matures, the metrics below will be evaluated and refined or redefined as needed.

Metrics	2016	2017	2018	2019	2020	2021
Number of original customer accounts to be reviewed in accelerated assessment					496,038	496,038
Number of customer accounts assessed (cumulative)					12,576	101,657
Number of SOS situations confirmed (cumulative)					233	235
Percentage of confirmed SOS situations mapped in GIS *					49%	59%

**Note: After confirmation of an SOS situation through both the table top assessment and field locating verification processes, test holes are completed to confirm the line location and to obtain additional pipeline attributes, prior to mapping in GIS. The test hole process accounts for the time between SOS confirmation and mapping in GIS.*

MEGA RULE

In 2021, DEO focused on developing additional processes, procedures, and standards, and finalizing plans for assessments outside of HCAs and MAOP reconfirmation. As DEO anticipated, all MAOP reconfirmation work completed in 2021 was capitalized per guidance from PHMSA. DEO expects work for assessments outside of HCAs that could be covered under PSMP may ramp up in 2022 or be included in future years.

DEO is evaluating the recently published "Safety of Gas Transmission Pipeline: Repair Criteria, Integrity Management Improvements, Cathodic Protection, Management of Change, and Other Related Amendments" final rule for impacts to DEO business processes. DEO will evaluate opportunities to consider inclusion of related costs in the PSMP and request approval if appropriate.

Metrics: As explained, DEO is still in the early stages of developing this initiative and is still in the process of evaluating appropriate performance metrics.

NEW INITIATIVES PROPOSED IN 2021 FOR 2022

In its PSMP 2021 Annual Report, DEO initially proposed the inclusion of one new initiative associated with compliance with a new requirement of the Ohio Administrative Code (OAC). OAC 4901:1-16-04 (J) was made effective on August 5, 2021, and requires operators to have and follow a written plan for tracking and abandoning inactive service lines, in accordance with 49 C.F.R 192,727. The plan was to be complete and in effect by August 5 ,2023.

DEO originally proposed inclusion of a new initiative associated with this new requirement because it had not fully assessed compliance requirements with the new rule and had not determined whether associated costs may be eligible for inclusion in its PSMP program. Upon further assessment and review, DEO did not expect associated costs to be PSMP eligible and therefore, after communication with the Staff of the Public Utilities Commission, effectively withdrew its deferral authority request for costs associated with compliance with 4901:1-16-04 (J).

Dominion reserved the right to re-propose this initiative in a future Annual Report, but because the proposal was withdrawn, DEO does not have new initiatives in 2022 upon which to report in this filing.

PROPOSED INITIATIVES BEGINNING 2023

DEO does not propose the inclusion of any additional initiatives at this time.

APPENDIX A

Paradigm Collaborative Program Effectiveness Measures																														
Targeted Audience Questions	Affected Public					Emergency Officials					Excavators					Public Officials					Farmers					Schools				
	2017	2018	2019	2020	2021	2017	2018	2019	2020	2021	2017	2018	2019	2020	2021	2017	2018	2019	2020	2021	2017	2018	2019	2020	2021	2017	2018	2019	2020	2021
Within the past 2 years, do you recall receiving information from a pipeline company?	30%	46%	56%	59%	61%	82%	85%	100%	96%	92%	80%	88%	85%	79%	67%	72%	76%	84%	81%	79%	79%	85%	90%	91%	78%	35%	53%	71%	59%	64%
Do you know how to recognize a pipeline right-of-way?	73%	75%	75%	79%	75%	90%	88%	100%	97%	94%	94%	93%	96%	94%	84%	77%	84%	94%	87%	91%	92%	97%	93%	97%	88%	77%	81%	100%	100%	83%
Do you know how to recognize a pipeline leak?	68%	71%	70%	73%	70%	91%	89%	100%	96%	93%	92%	92%	92%	89%	81%	85%	82%	92%	84%	81%	90%	88%	90%	89%	81%	73%	72%	86%	85%	77%
Have you ever heard of 811?	52%	63%	64%	69%	77%						95%	94%	98%	96%	89%	92%	90%	98%	96%	92%	74%	85%	90%	89%	87%	81%	84%	100%	93%	89%
If you were planning on digging, which of the following actions would you be likely to take? (Call 811)	70%	72%	79%	80%	82%						86%	96%	95%	97%	98%	88%	94%	100%	98%	96%	74%	82%	97%	93%	98%	73%	83%	100%	89%	95%
What will you do if you see suspicious activity on or near a pipeline right-of-way? (Call 911, Pipeline Company)	91%	91%	91%	93%	96%						98%	95%	99%	96%	98%	99%	96%	94%	92%	99%	95%	91%	87%	94%	98%	95%	97%	100%	100%	97%
What would you do if the event of a pipeline emergency? (Call 911, Pipeline Company)	95%	96%	97%	97%	99%						100%	95%	100%	99%	99%						100%	91%	100%	97%	99%	98%	97%	100%	100%	94%

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Summary: Report 2022 PSMP Annual Report electronically filed by Christopher T. Kennedy on behalf of The East Ohio Gas Company d/b/a Dominion Energy Ohio