Dominion Energy Undergoes Digital Transformation for Nuclear Power Plant Emergency Notifications

OVERVIEW

Dominion Energy is a United States based power and energy company. While headquartered in Richmond, VA, their reach extends across multiple states and regions. Dominion Energy invests in the communities where they live and work and protects the nation's collective natural resources by focusing on providing safe, clean, reliable, and affordable energy. They are committed to expanding the use of nuclear energy with their dedicated nuclear division. It is apparent that Dominion Energy is well on its way toward accomplishing their ultimate goal: shaping the future of energy in America.

+ More than 17,000 employees in more than 16 states

+ Serves nearly 7 million customers

+ Third largest solar fleet in the US

+ 7 nuclear units across three US states: VA, CT, and SC

+ 85% of energy comes from clean energy sources or natural gas

Problem: Replacing Outdated Equipment to Automate and Enhance Emergency Notifications

With outdated technology that was no longer supported by their communication vendor, Dominion Energy knew there had to be a more efficient, modern, and streamlined way of meeting the regulatory requirement of alerting the State and Local Governments in an emergency. With one of Dominion Energy's plants using electronic notifications already, Dominion sought to upgrade and standardize technology capabilities across their nuclear fleet.

Complete compliance and enhanced functionality for Dominion required:

+ Upgraded, automated, and digital notification capabilities that meet regulatory requirements

+ Ability for systems to communicate with state and local government agencies immediately across multiple channels

+ Ability for state and local governments to confirm receipt of the emergency notification

> "Per regulatory requirements, we have 15 minutes to send emergency notifications to state and local government agencies after declaring an emergency. Our notification time is down to 5 minutes on average. Because of Everbridge, we are able to extend our reach even farther to provide critical information to key stakeholders to start the decision-making process sooner."
>
> Tyler Swearingen, Nuclear Emergency Preparedness Specialist for Dominion Energy

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Solution: Everbridge Mass Notification & Incident Communications

Dominion selected Everbridge to help facilitate a fleet-wide digital transformation. Deploying Everbridge's Mass Notification solution with Incident Communications not only resulted in continued compliance with regulatory requirements, but Dominion is now exceeding expectations and is a leader in effective emergency alerting. With Everbridge, Dominion was able to:

+ Ensure continued compliance with Nuclear Regulatory Commission (NRC) regulations

+ Reduce the time it takes to prepare and send out notifications by more than 50%

+ Increase the accuracy of messages by leveraging individualized alert templates for all events

+ Significantly extend the reach of emergency notifications to additional entities through automation to expedite the decision-making processes

+ Provide key information to state and local decision makers, exceeding the required timeline to notify within 15 minutes of an emergency being declared, allowing them to begin responding to the event more quickly

Dominion Energy was recently recognized in the 2020 Everbridge Impact Awards for showcasing the Best Example of Adopting Technology. Dominion exhibits all the qualities of a current and future leader in energy. Their investment in their own community demonstrates a clear commitment to delivering responsible resources even as they expand their footprint throughout the US.

> "While we hope to never be in a situation in which we have to respond to an actual emergency at one of our nuclear plants, we have full confidence that if we do, Everbridge will function as designed and rapidly notify the state and local governments surrounding our sites."
>
> Tyler Swearingen, Nuclear Emergency Preparedness Specialist

ABOUT EVERBRIDGE

Everbridge, Inc. (NASDAQ: EVBG) is the global leader in critical event management and enterprise safety software applications that automate and accelerate an organization's operational response to critical events in order to keep people safe and businesses running. Everbridge is based in Boston and Los Angeles with additional offices around the globe including Auckland, Bangalore, Beijing, Kolkata, Hong Kong, Lansing, London, Malaysia, Oslo, San Francisco, Singapore, and Stockholm.

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