

### CHAPTER 5

## The Heart of Dominion

**AS I HAVE GROWN OLDER, it becomes clearer and clearer that the things that really matter are not what we obtain for ourselves, but what we do for the sake of others.**

**ROBERT D. HAGY**

Director-Gas Operations  
Dominion East Ohio  
and 2007 Dominion Volunteer of the Year

Every fourth Thursday of the month, Lola S. Ausby, joint utility administrator in Roanoke Rapids, North Carolina, hops into her car to make the lunchtime rounds for the local Meals on Wheels program. After work, she heads out for an evening of meetings: She's in her 25th year as elected town commissioner for Garysburg, North Carolina, where she is also the town's mayor pro tem and finance and budget officer. She has been the secretary and treasurer for the Ladies Auxiliary for the past 30 years. At Roanoke Salem Baptist Church, she holds down multiple positions: chair of Christian education, a deaconess, director of Vacation Bible School, member of the Women of Vision choir, and the instructor for the new members class. Oh, and it's only worth mentioning that her day could well have started with a wakeup alert from her scanner — she's the secretary and longtime member of the Garysburg Volunteer Fire Department.

It is a typical day of service for Ausby, a two-time winner of Dominion's Volunteer of the Year award, in 1994 and 2000, and the 2008 recipient of the Governor of North Carolina's Award for Outstanding Volunteer Service. "I guess it was something I was born with," she said. "I always knew, even in college, that I wanted to come back to Garysburg and give back to my community."

Throughout the Dominion network, there are lots of "Lolas," employees with a willingness and heart to serve without pay or publicity. "I think that employees see how blessed they are," explained Ausby. "I mean, you look at people who don't have what you have and you want to help someone. The need is there, and nothing is too small. It's the little things a lot of times that mean the most."

"The gifts of time, money, and skill are important aspects of the volunteer experience, which is incredibly diverse and multifaceted," said Tom Farrell, chairman, president, and CEO. "But stripped of its many layers and outward differences, volunteering

**Dominion employee and volunteer Lola Ausby sometimes has three meetings to attend in one night for different charitable organizations. "It's hard to choose which one to attend," she says. "I enjoy helping people — I've got this desire to make things happen, and I think that people like me can also encourage other people to do things."**



## Dominion's First Century: A Legacy of Service

Few of us read books from start to end. That's one reason CorporateHistory.net treats chapter-openers as microcosms of the entire history. They should be inviting enough to grab the attention of casual browsers, yet substantial enough to convey key messages.

This chapter on Dominion's history of community service opens with a quote from Robert Hagy, a Dominion Volunteer of the Year. The text unfolds with a profile of Lola Ausby, a two-time winner of the latter award and a recipient of the Governor of North Carolina's Award for Outstanding Volunteer Service.



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