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UGI Ranked Highest in Customer Satisfaction by J.D. Power and Associates for Fifth Straight Year

Reading, PA, September 27 – For the fifth consecutive year, UGI Utilities ranks highest in customer satisfaction among natural gas utilities in the eastern United States according to J.D. Power and Associates. UGI’s consecutive track record of awards in this customer satisfaction study is unmatched by any other gas utility in the country.

According to David W. Trego, UGI’s President and CEO, “Maintaining a high level of customer satisfaction remains an essential goal for UGI. It is a great honor to receive this award as it demonstrates that our customers recognize and appreciate our commitment to customer satisfaction. This award is a testament to the dedication of all UGI employees.”

The 2007 Gas Utility Residential Customer Satisfaction Study measures customer satisfaction performance among the 59 largest U.S. gas utility providers. The study measures customer satisfaction in four regions of the country on six key factors: company image, communications, price and value, billing and payment, customer service, and field service.

For this study, UGI Utilities overall satisfaction score was based on ratings from customers in UGI’s traditional gas service territory in central and eastern Pennsylvania as well as ratings from customers at UGI Penn Natural Gas (UGI PNG) in northeastern and north central Pennsylvania. UGI Utilities acquired UGI PNG on August 24, 2006.

J.D. Power and Associates is a global marketing information services firm headquartered in Westlake Village, CA. The 2007 Gas Utility Residential Customer Satisfaction Study is based on more than 25,000 internet surveys with U.S. residential gas customers.

UGI Utilities is headquartered in Reading, PA and serves 473,000 natural gas customers. Additional information about UGI is available at www.ugi.com.

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