UGI’S COMMUNITY RELATIONS TEAM

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As I visit UGI offices across our service area, I am always impressed with the pride and the commitment our employees demonstrate for the communities where we live and work. As both representatives of UGI as well as local residents, we truly believe in doing everything possible to strengthen our communities.

UGI has a long tradition of supporting the many communities we serve through every-day acts of kindness and generous donations of time and financial resources. Our employees engage in activities ranging from encouraging children to read, delivering meals to the home-bound, cleaning and repairing community parks and facilities, coaching youth sports programs, and serving as volunteer firefighters. In addition to donating time, our employees continue to support the annual United Way campaign that provides much-needed financial assistance to human service agencies across our service territory.

In this year’s Employee Volunteer report, you will see many examples of how our employees are truly committed to bettering our communities. Throughout this report, you can read our employees’ own words regarding the value received from volunteering time and supporting good causes that benefit our neighbors. I applaud all of you for your heartfelt dedication.

All of us can be proud of being part of an organization that demonstrates caring and concern each and every day. I extend my personal thanks to all of you who go the extra mile for our communities.

Robert F. Beard

MESSAGE FROM THE PRESIDENT

UGI employees proudly live and work in the communities the Company serves. In 2018, 668 of UGI’s employees donated more than 61,441 hours to local, regional, and statewide initiatives. Our Company and employees dedicate our community efforts to the areas of education, community development, disaster response, and the environment.

EDUCATION
UGI’s long-standing support of public education focuses on early childhood literacy, career awareness, and STEM-related programs.

COMMUNITY DEVELOPMENT
At UGI, we do our part to strengthen our communities with support of area nonprofits that help make our communities a great place to live and work.

DISASTER RESPONSE
UGI partners with the American Red Cross to ensure our communities are prepared for any emergencies that may occur.

ENVIRONMENT
UGI is committed to helping protect and preserve our environment by providing our customers with energy-saving tips and forging partnerships in support of environmentally friendly projects.
UGI’s partnership with United Way and 29 local chapters that serve the Commonwealth of Pennsylvania has never been stronger. For the fifth year in a row, UGI set a record in total dollars pledged by employees to United Way agencies. Not only did UGI exceed the previous record by nearly $57,000, employee participation was also at an all-time high – 59 percent of employees participated in the campaign.

In 2018, employees donated $353,433 to United Way chapters across Pennsylvania, UGI retirees contributed an additional $15,195. When added to the corporate contributions of $327,330, UGI provided $695,958 of financial assistance.

UGI’s commitment to United Way and its mission of supporting community initiatives doesn’t end with the annual campaign. Throughout the year, UGI employees dedicate their time and talents to participate in United Way Day of Caring events throughout the Company’s service area. Volunteers perform a variety of tasks – from painting and repair work to outdoor clean-up and landscaping – that provide local non-profit organizations with much-needed assistance.

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UGI OUTREACH IN EDUCATION

UGI’s long-standing support of education is based on the importance of students being prepared to enter the workforce and continuing to ensure the vitality of our communities for generations to come. UGI employees have consistently volunteered for a number of programs designed to enhance the academic achievement of area students, and UGI provides more than $1 million in financial support each year to programs that support early childhood literacy, career planning, as well as science, technology, engineering, and mathematics (STEM) initiatives. Since 1991, the UGI-Reading Is Fundamental partnership has served as a centerpiece of UGI’s commitment to economic and workforce development. Research demonstrates that children who are unable to read by Grade 4 have difficulty mastering academic subjects throughout their education. This lack of success often limits a student’s postsecondary and career options. UGI has expanded that commitment to education to a number of STEM-related and career preparation programs, including:


• A multi-faceted partnership with Thaddeus Stevens College of Technology that includes support of their initiatives to build interest in technical careers and an endowed scholarship program.

• Financial and volunteer support of programs designed to encourage more women to pursue technical careers. These initiatives include Pennsylvania College of Technology’s Science and Math Applications in Real-World Technologies (SMART) Rocks program and Wilkes University’s Women Empowered by Science (W.E.B.S.) summer camp.

• The SHINE (Students and Homes in Education) program is an award-winning after-school initiative that serves Carbon, Schuylkill, and Luzerne Counties. The program focuses on science and technology and was selected as one of 10 STEM programs for inclusion in the national initiative STEM Learning Ecosystems.

“Really enjoyed my experience volunteering for S.P.A.R.K.S. This year was the first year I joined, and I cannot wait to volunteer again. Being able to have a great time with young children while they are learning at the same time was a very enjoyable experience. Knowing that you made their day also was great.”

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COMMUNITY CONNECTIONS

UGI sponsors “Community Connections” on WGAL, the NBC television affiliate based in Lancaster. The sponsorship highlights both community-wide and UGI-specific initiatives. Advertisements and online communications spotlight UGI volunteers and company-sponsored programs, such as Reading Is Fundamental, S.P.A.R.K.S., the American Red Cross “Sound the Alarm” program, and UGI’s partnership with United Way.

A highlight of Community Connections is UGI’s sponsorship of the Coats for Kids campaign, which culminates in a live telethon. The final hour features UGI volunteers on the phone accepting donations from donors. The Coats for Kids Drive supports the Salvation Army, who coordinates distribution of the coats to children in need.

AMERICAN RED CROSS HOME FIRE CAMPAIGN

UGI has supported the American Red Cross Home Fire Campaign in eastern and central Pennsylvania since the program’s inception in 2014. In addition to UGI’s $100,000 annual contribution, Company employees have installed smoke alarms and helped families develop home fire preparedness plans throughout the state during “Sound the Alarm” installation events. Nationwide, since the inception of the program, the initiative has saved more than 511 lives and has installed more than 1.5 million smoke alarms. Over 648,000 homes have been made safer and nearly 1.3 million youth have been reached with important life-saving information.

AMERICAN RED CROSS

“Penn York Camp is a non-profit, non-denominational Christian camp in Potter County. My wife and I volunteer many hours here, first as a board member, providing office help, serving on the maintenance and fundraising committees, and secondly, by investing time with the youth on outdoor activities such as learning about nature, backpacking, rock climbing, kayaking, and group devotionals. Many kids and youth come with less than a lot of us have, from broken homes and broken families to lost or no friends. It’s really heartwarming to see these kids grow to find hope and purpose. All of this is only possible because of volunteers and people in the community that are willing to give of their time and money to invest in these kids’ lives.”

“I have been involved with the Reading Civic Theatre for over 30 years. My wife and daughter are now active participants as well. It provides performing opportunities combined with educational & training experiences not found with other performing groups.”
EMPLOYEE VOLUNTEER POLICY
UGI has a long-standing policy allowing full-time employees to volunteer in community activities during pre-scheduled work hours. The policy encourages employee involvement in community service and education-related activities.

UGI's time-release policy allows 16 hours of paid release time per calendar year for education-related and community activities coordinated by the Community Relations department.

In addition, employees may volunteer up to four pre-scheduled work hours each month during normal business hours, provided the time is made up within the same pay period.

Activities that apply to the volunteer policy include:
- Reading Is Fundamental
- S.P.A.R.K.S.
- Tutoring and Mentoring programs
- United Way Day of Caring
- American Red Cross Home Fire Campaign
- Meals on Wheels

NATIONAL VOLUNTEER WEEK 2018
As part of the 2018 National Volunteer Week celebration, UGI conducted a company-wide collection of personal care items, clothing, non-perishable food items, and VISA and grocery gift cards to donate to organizations across the Company’s service area serving military veterans.

Recipient organizations include the Paul R. Gordon Veterans Social Center at the Hope Rescue Mission in Reading, Victory House of the Lehigh Valley, Veterans’ Victory House at TLC Lancaster, Clearfield VFW, VA Medical Center in Lebanon, VA Outpatient Clinic in Mapleton, Wilkes-Barre VA Medical Center, and the Williamsport Vet Center.

In addition, UGI volunteers performed outdoor maintenance, assembled outdoor furniture, and prepared and served lunch at the Paul R. Gordon Veterans Social Center. Maintenance and improvement projects were also completed at the Victory House of Lehigh Valley.
UGI AND COMMUNITY OUTREACH

UGI supports many community organizations across Pennsylvania. Hundreds of UGI employees offer their time and talents to local organizations that include:

- Churches and religious organizations
- Fire companies and other emergency response organizations
- Pet shelters, animal rescue and adoption centers
- Parent-teacher organizations and other education-related initiatives
- Youth sports
- Libraries
- Food banks and homeless shelters
- Economic development and revitalization groups and organizations
- Mental health and drug/alcohol addiction organizations
- Fraternal and civic organizations

"We have been a supporter of New Life for Girls for several years through various church organizations. We support this organization because they give broken women a chance to rehabilitate while helping to enhance their quality of life. Many of these women have been in situations where they have been homeless, beaten, abused and have dealt with teen pregnancy and various addictions and diseases with nowhere to turn. I can’t imagine experiencing any of the multiple life challenges these women are facing or have faced for most of their lives."

A sampling of specific organizations supported by UGI employees in 2018 include:

- Adopt-a-Highway
- American Cancer Society
- American Heart Association
- Berks Community Television (BCTV)
- Berks Nature
- Big Brothers Big Sisters
- Boys and Girls Club
- Boy Scouts of America
- Capital Area Therapeutic Riding Association
- Central Pennsylvania Food Bank
- Eastseals
- Girl Scouts of America
- Habitat for Humanity
- JDRF
- Make-a-Wish
- Meals on Wheels
- Muscular Dystrophy Association
- NAACP
- National MS Society
- Ronald McDonald House
- Salvation Army
- Special Olympics
CUSTOMER ASSISTANCE

UGI recognizes that some individuals and families experience difficulty paying their natural gas or electric bill. UGI offers a comprehensive set of programs designed to assist customers unable to pay their bill despite their best efforts.

• Customer Assistance Program (CAP) – Offers special reduced payment plans and debt forgiveness based on a customer’s income and usage. UGI works with 26 community agencies on behalf of more than 20,803 customers.

• Low Income Usage Reduction Program (LIURP) – A weatherization program that provides home energy-saving measures to limit heat loss and help lower utility bills. The program is available to low-income customers with higher-than-average energy usage. UGI partners with 10 community agencies, and in 2018, provided home improvement energy-savings initiatives to 420 natural gas and electric customers.

• Operation Share – Provides financial assistance to families unable to pay their natural gas or electric bill due to unemployment, disability, significant medical expenses, or other hardships. Donations from employees, customers, and UGI fund Operation Share. In 2018, Operation Share donations totaled $296,199 and helped 1,427 households.

• Low-Income Home Energy Assistance Program (LIHEAP) – A federal program that offers financial assistance to qualified income-eligible customers. In 2018, 44,988 customers received $8,747,465 in LIHEAP grants with the assistance of UGI’s Customer Outreach team.

• Customer Assistance and Referral Evaluation Services (CARES) – Provides referrals to community-based agencies and programs for those in need during a temporary crisis. CARES operates through a series of local social agencies.