All of us take pride in our hometown. Whether we live in a small town or a more urban setting, many of us work to preserve and improve those neighborhoods we call home. In every case, it is clear to me that all of us are proud of the communities where we live and work.

Our Company supports that commitment and works hand-in-hand with our employees to make each of the communities we serve as successful and as vibrant as possible. UGI has a long history of providing both financial assistance and support for employee volunteer efforts across our service territory.

In 2019, UGI employees continued this tradition of community support by donating 56,795 hours to community-based organizations across the Commonwealth. The 718 employees who volunteered these hours participated in activities ranging from helping students in a variety of school-related initiatives, delivering meals to the home-bound, cleaning and repairing community parks and facilities, coaching youth sport programs, and serving as volunteer firefighters and emergency responders. In addition to donating their time and expertise, UGI employees continued to generously donate to the annual United Way campaign that provides critical financial assistance to human service agencies across our service territory.

I am pleased to present this Community Relations Report to you. It tells the story of our employees’ commitment to improve the communities we are so proud to serve. Throughout this report, you can read – in our employees’ own words – the volunteer activity they enjoyed the most in 2019. Their reasons are often heartfelt and inspirational. I applaud all of you for your true dedication to making lives better.

To each and every employee who has gone the extra mile and provided assistance to the many vital social service programs in our region, I extend my personal thanks.

Robert F. Beard
EXECUTIVE VICE PRESIDENT | NATURAL GAS, UGI CORPORATION
PRESIDENT AND CEO | UGI UTILITIES, INC.
UGI employees truly impact their communities close to home. UGI and its employees take great pride in the region where they live and work. Whether it be by providing safe and reliable energy service to our customers or lending a helping hand to a worthy organization, UGI employees are an integral part of local growth and success.

In 2019, 718 UGI employees donated 56,795 hours to local, regional, and statewide initiatives. Those efforts supported several key areas of UGI focus including:

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

**DISASTER RESPONSE**
UGI partners locally with the American Red Cross in a nationwide initiative designed to reduce home fires and save lives.

**COMMUNITY OUTREACH**
UGI has built a strong relationship with local United Way chapters across Pennsylvania in support of essential health and human service organizations.

**ENVIRONMENT**
UGI is committed to helping protect and preserve our environment by reducing the carbon footprint of both our Company and our customers.

In addition, employees support their local communities through a myriad of other volunteer initiatives that raise much-needed funds for worthy organizations, provide life and property-saving response during emergencies, and provide safe and fun places for children to learn and play, among others.
A core component of UGI’s commitment to impact communities close to home is its long-standing support of education. UGI employees have consistently volunteered for educational programs designed to enhance academic achievement, and UGI provides more than $1 million in financial support each year to support innovative school programs.

UGI’s educational support encompasses a number of areas of focus that includes:

• **EARLY CHILDHOOD LITERACY** – Since 1991, the UGI-Reading Is Fundamental partnership has provided over 1.4 million books to more than 450,000 first-grade students. UGI volunteers have donated over 20,000 hours helping children read and building a foundation for success throughout both their education and their careers. UGI has complemented its partnership with RIF by supporting a variety of in-school and summer reading programs.

• **STEM (SCIENCE, TECHNOLOGY, ENGINEERING, MATHEMATICS)** – Recognizing the continuing need for skilled, technical workers across the economy, UGI has supported initiatives such as S.P.A.R.K.S. (Science Projects Are Really Kids’ Stuff), Pennsylvania College of Technology’s SMART (Science and Math Applications in Real-World Technologies) Girls, Wilkes University’s W.E.B.S. (Women Empowered by Science) summer camp, and many other programs designed to spur student interest in technical careers.

• **CAREER AWARENESS AND EXPLORATION** – Studies indicate students with a strong career focus are more academically engaged and less likely to drop out of school. UGI employees participate in programs such as Berks County’s Students Interacting with Business, as well as various programs focused on specific careers, mentoring, and other activities designed to help students identify educational and work options.

“My favorite volunteer activity was Reading is Fundamental. I enjoy interacting with the children and seeing the joy on their face when they get the opportunity to choose a book they can call their own. It always gives you perspective on how a little thing such as a book can have an impact on someone’s life.”
UGI has been a regional partner of the American Red Cross “Sound the Alarm” home fire prevention campaign since its inception. In that time, UGI has donated $500,000 to the American Red Cross to help make homes and residents safer across our service area.

In addition to the company’s annual $100,000 contribution, UGI employee volunteers have installed smoke alarms and helped families develop home fire preparedness plans in cities and towns across Pennsylvania during “Sound the Alarm” events.

Since the start of the program in 2014, the “Sound the Alarm” initiative has saved more than 700 lives and installed more than two million smoke alarms nationwide. More than 850,000 homes have been made safer.

In recognition of UGI’s continued support, the American Red Cross Central Pennsylvania Chapter named UGI its 2019 “Partner of the Year” during its Hero Award Ceremony in March.

“My favorite volunteer activity was the Red Cross Smoke Alarm project. I was able to help people from my hometown.”
The longstanding partnership between UGI and United Way across the Commonwealth of Pennsylvania stands as an enduring tribute to both organizations. For the sixth consecutive year, UGI employees set a record for total dollars pledged to the local United Way chapters that serve our communities.

With more than 60 percent of employees contributing to the United Way annual campaign, a total of $357,203 was pledged to United Way chapters across Pennsylvania. UGI retirees added $14,175 in contributions. Combined with $162,330 of corporate contributions within the Utilities’ service area, UGI provided $533,708 in financial assistance to aid critical human service programs supported by 28 United Way chapters throughout Pennsylvania.

UGI’s commitment to United Way and its mission of addressing community needs does not end with the conclusion of 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 hands-on assistance.

### United Way Honors – 2019

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<thead>
<tr>
<th>United Way</th>
<th>Award</th>
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<tr>
<td>Pocono Mountains United Way</td>
<td>Clifford R. Gillam Award</td>
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<td>Thea Lind, Community Relations Manager-East Region</td>
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<tr>
<td>United Way of Berks County</td>
<td>Eagle Award</td>
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<td>United Way of Lancaster County</td>
<td>Circle of Honor Award</td>
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<td>United Way of Bradford County</td>
<td>Award of Excellence</td>
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<tr>
<td>United Way of Lackawanna and Wayne Counties</td>
<td>Certificate of Appreciation, IBEW #2244</td>
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<tr>
<td>Huntingdon County United Way</td>
<td>Diamond Award</td>
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<tr>
<td>United Way of Greater Hazleton</td>
<td>Community Impact Award</td>
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Pocono Mountains United Way Clifford R. Gillam Award Thea Lind, Community Relations Manager-East Region

United Way of Berks County Eagle Award

United Way of Lancaster County Circle of Honor Award

United Way of Bradford County Award of Excellence

United Way of Lackawanna and Wayne Counties Certificate of Appreciation, IBEW #2244

Huntingdon County United Way Diamond Award

United Way of Greater Hazleton Community Impact Award
“My favorite volunteer activity was the United Way Big Cheese Event. I was able to bring my kids and it was a great opportunity to help the community food pantries.”
UGI is committed to reducing the carbon footprint of our company and those of our customers. Residential and commercial conversions from fuel oil to natural gas have saved money for tens of thousands of customers while cutting emissions. UGI has also promoted initiatives that range from rebates for homes and businesses who install high-efficiency appliances to promoting the use of new cleaner and energy-saving technology.

In addition, UGI employee volunteers support a number of community, park, and camp clean-ups and participate in programs such as Adopt-a-Highway. UGI employees also enhanced the D&H Rail-Trail – a rail-trail that received significant improvements as part of a UGI construction project – by planting a number of trees along the path.

UGI was among 29 utility companies nationwide that were named a 2019 “Environmental Champion” in a study by Cogent Reports™, the second consecutive year UGI has been named an Environmental Champion.

“My son and I volunteer by cleaning up garbage from the roads in our township. We enjoy this activity because it keeps our area clean and also teaches my son the importance of taking care of our Earth.”
UGI and Community Outreach

UGI and its employees support 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

A sampling of specific organizations supported by UGI employees in 2019 include:

- AMERICAN HEART ASSOCIATION
- BASEBALLTOWN DREAM LEAGUE
- 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
- GIRL SCOUTS OF THE USA
- HABITAT FOR HUMANITY
- LEADERSHIP WILKES-BARRE
- LIONS CLUBS INTERNATIONAL
- MAKE-A-WISH
- MEALS ON WHEELS
- MUSCULAR DYSTROPHY ASSOCIATION
- NAACP
- OPPORTUNITY HOUSE
- PENN’S NORTHEAST
- RONALD MCDONALD HOUSE
- ROTARY INTERNATIONAL
- SALVATION ARMY
- SPECIAL OLYMPICS
- VETERANS OF FOREIGN WARS
- WYOMING VALLEY CHILDREN’S ASSOCIATION

UGI also continued its support of Community Connections on WGAL, the NBC television affiliate based in Lancaster. The sponsorship highlights both community-wide and UGI-specific initiatives. 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 accepting donations from donors. The Coats for Kid Drive supports the Salvation Army, who coordinates distribution of the coats to children in need.
**Employee Volunteer Policy**

UGI Employee Volunteer Policy allows 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.

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 “Sound the Alarm” Campaign
- Meals on Wheels

For activities not coordinated by Community Relations, 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.

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**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 26,665 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 2019, provided home improvement energy-savings initiatives to 455 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 2019, Operation Share donations totaled $370,802 and helped 1,405 households.

- **LOW-INCOME HOME ENERGY ASSISTANCE PROGRAM (LIHEAP)** – A federal program that offers financial assistance to qualified income-eligible customers. In 2019, 30,531 customers received $8,487,367 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.

To reach as many customers in need as possible, UGI’s Customer Outreach Team held a series of WARM events beginning in 2019 in cities and towns throughout the Company’s service area to make it easier and more accessible for eligible customers to apply for assistance programs.
### UGI’s Community Relations Team

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<tr>
<th>Name</th>
<th>Title</th>
<th>Phone Number</th>
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<tbody>
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