



# Helping from Home



2020 COMMUNITY RELATIONS REPORT



Energy to do more®



## Message from the President

As we all know, the year 2020 was like no other. The COVID-19 pandemic disrupted our everyday lives and with it, many of the volunteer activities and community organizations to which we had dedicated time, energy, and resources.

Many families across our service area experienced hardship because of lost jobs, the closure of schools and businesses, and illness. The landscape of our service area changed nearly overnight and the number of those in need escalated quickly.

As we have always done throughout our nearly 140-year history, UGI and its employees responded to meet the needs of our communities. UGI pivoted its efforts to address the most immediate demands created by the pandemic. As a result, the UGI Family of Companies and its employees supported food banks across the Commonwealth to help battle food insecurity that had become prevalent as families lost jobs and income.

Recognizing the financial hardship many of our customers faced, UGI received approval to institute an Emergency Relief Program to assist those who were financially impacted by COVID-19 and had difficulty paying their utility bill. In addition, many of our employees devoted their own personal time in extraordinary efforts to help those affected by the pandemic.

UGI also took innovative approaches to maintain our support of our existing programs such as early childhood literacy, STEM, the American Red Cross, and United Way.

In many of these cases, we worked with our partner agencies to ensure books were distributed to children, vital services were provided to those in need, and community organizations could continue to fulfill their missions.

From firsthand experience, I have seen how my fellow UGI employees take great pride in their neighborhoods and their hometowns. Many of our employees were born and raised in Pennsylvania and are committed to preserving the vitality of their neighborhoods. Never has this been clearer than in the past year. Our employees are truly committed to positively impacting our communities – even when they are helping from home. I applaud all of you for your true dedication to making lives better.

To each and every employee who has gone the extra mile in helping those in need this past year, please accept my personal thanks.

*Hans J. Bell*

Hans Bell







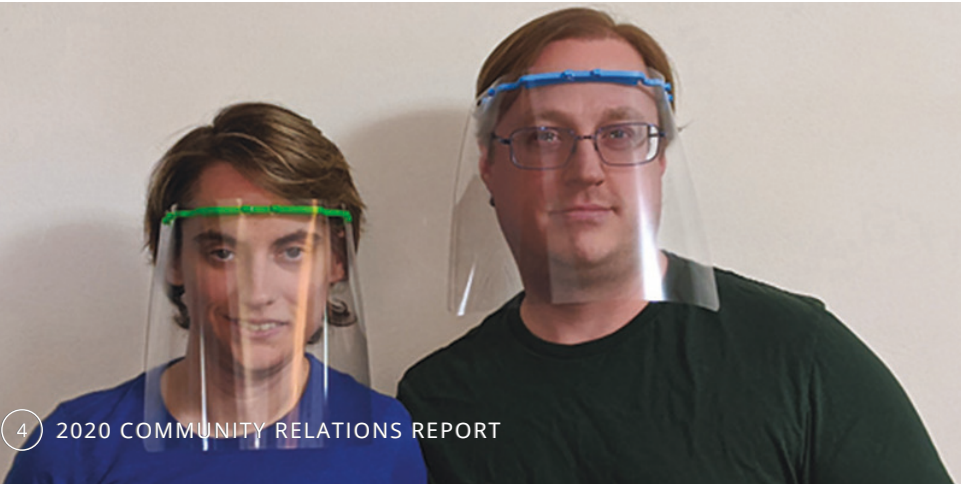
UGI began its Helping from Home initiative in April 2020 as employees found innovative ways of making a difference in their communities during the COVID-19 pandemic. Employees began sharing with one another some of the unique ways they were giving back at the onset of the pandemic, such as making masks with home sewing machines to creating face shields from their personal 3D printers to donate to medical professionals.

*Helping from Home* efforts included making donations to community response funds and food banks, giving blood, supporting Customer Assistance Programs, providing educational resources for children, as well as recognizing military service members.

Across Pennsylvania, UGI employees assisted their communities during the COVID-19 pandemic— exemplifying the “Energy to do more” spirit.

For example:

- UGI’s Scot Creswell and John Fedorchak along with Jessup Borough, and Jessup Hose Company #2, prepared 2,000 free hot meals for their community. Meals were distributed to local families as well as hospitals, police stations, and Lackawanna County 911 centers. Donations from local businesses, including UGI, made this event possible. *(Pictured on cover)*





- UGI's Stacey Jackson of Wilkes-Barre and her husband created face shields using their 3D printer. They donated more than 300 face shields to local doctors and hospitals.
- UGI Community Relations team members coordinated dinner for Opportunity House, an emergency shelter in Reading. Dinner was prepared and delivered by Mi Casa Su Casa. Not only did Opportunity House clients have a great meal, but UGI was also able to support a local restaurant still operating during the COVID-19 pandemic.

This is just a snapshot of the many ways UGI employees gave back to their communities during one of the most challenging times in our history.



*Being in a very fortunate circumstance — working for a company that is concerned with its societal responsibilities.*



## UGI Supports Pennsylvania Food Banks

Recognizing that food insecurity was becoming a major issue across Pennsylvania, the UGI Family of Companies and its employees made a significant commitment to support food banks in the region. By the end of 2020, UGI had committed more than \$600,000 through corporate and employee donations, a matching gift program, and donations from the Company's leadership team and board of directors.



Food banks that received support within the service area of UGI Utilities included:

- The Central Pennsylvania Food Bank, which works to reduce hunger in 27 counties across central Pennsylvania. By partnering with more than 1,000 local agencies and programs, the

organization serves more than 135,000 people in need each month through two Healthy Food Hubs, located in Harrisburg and Williamsport.

- The Commission on Economic Opportunity in support of the Weinberg Northeast Regional Food Bank. The food bank serves Lackawanna, Luzerne, Susquehanna, and Wyoming Counties by distributing food to charitable organizations feeding the needy throughout Northeastern Pennsylvania. The more than 160 agencies include food pantries, homeless shelters, soup kitchens, group homes for the disabled, day care centers, children's camps, and senior citizens' programs.

- The Community Action Committee of the Lehigh Valley in support of the Second Harvest Food Bank of the Lehigh Valley and Northeast Pennsylvania. Second Harvest Food Bank serves 200 agencies in Carbon, Lehigh, Monroe, Northampton, Pike, and Wayne Counties.
- Helping Harvest, which distributes food to more than 300 charitable food program partners in Berks and Schuylkill Counties. The partners include food pantries, soup kitchens, shelters, after-school programs, mobile markets, and senior housing facilities.

- The Second Harvest Food Bank of Northwest Pennsylvania, which serves 11 counties in northwest Pennsylvania, including Cameron, Clarion, Clearfield, Crawford, Elk, Erie, Forest, Jefferson, McKean, Venango, and Warren Counties.





## UGI Continues to Support the Communities It Serves

UGI has been committed to supporting the communities it serves across Pennsylvania. That commitment did not change because of COVID-19. The Company and its employees worked with partner organizations to find innovative ways to deliver services to those in need.

Though many typical volunteer efforts were not possible during the pandemic, UGI employees still found ways to donate their talents to community efforts. They accomplished this through multiple methods: working with local health and emergency agencies using social distancing, volunteering remotely in telethons and other fundraising efforts, making needed items for healthcare professionals, delivering food and supplies to those in need in a “contactless” way, and many other innovative ways made necessary by the circumstances of the past year. Despite COVID-19, 477 UGI employees made donations or volunteered thousands of 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. UGI and Reading Is Fundamental – celebrating its 30th anniversary in 2021 – worked with individual schools to distribute books during meal and technology pick-up days and other events during the time schools were not in-person.

UGI also worked with other education-related programs to deliver virtual presentations or provide schools with presentation materials where possible.

*I have always been called to serve others and to give back to those less fortunate. 2020 was a trying time but my involvement in the community did not change.*





## **Disaster Response**

UGI partners locally with the American Red Cross in a nationwide initiative designed to reduce home fires and save lives. Since 2014, UGI has donated \$600,000 to the American Red Cross to help make homes and residents safer across our service area.

Since the start of the program in 2014, the “Sound the Alarm” initiative has saved more than 800 lives and installed more than two million smoke alarms nationwide. More than 900,000 homes have been made safer. In addition, over 1.6 million youth have been educated in home fire safety. UGI volunteers have supported this effort during smoke alarm installation events throughout the region, though this effort was curtailed during the pandemic.

## **Community Outreach**

UGI and United Way have a long-standing partnership that supports critical human services across Pennsylvania.

With more than 60 percent of employees contributing to the United Way annual campaign, a total of \$353,337 was pledged to United Way chapters across Pennsylvania. UGI retirees added \$11,070 in contributions. Combined with \$187,330 of corporate contributions within the Utilities’ service area, UGI provided \$551,737 in financial assistance to aid critical human service programs supported by 27 United Way chapters throughout Pennsylvania.

UGI’s commitment to United Way and its mission of addressing community needs does not end with financial support. Where possible, UGI employees participated in United Way Day of Caring events throughout the Company’s service area. Volunteers performed a variety of tasks – from painting and repair work to outdoor clean-up and landscaping – that provided local non-profit organizations with hands-on assistance.

## **Environment**

UGI is committed to helping protect and preserve our environment by reducing the carbon footprint of both our Company and our customers. UGI installed a solar array at its Denver headquarters building as part of this commitment and has begun to add Renewable Natural Gas (RNG) from landfills as part of its supply portfolio.

In addition, UGI’s Energy Efficiency and Conservation Program – referred to as SaveSmart – provided rebates to both residential and commercial customers who installed energy efficient equipment and technology.



## UGI and Community Outreach

UGI and its employees assist many community organizations across Pennsylvania. Hundreds of UGI employees offer their time, talent, and financial support 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
- Women's shelters
- Senior centers
- Fish and game/rod and gun clubs
- Economic development and revitalization groups and organizations
- Mental health and drug/alcohol addiction organizations
- Fraternal and civic organizations



*I felt that UGI took care of the employees, so we needed to pay it forward, and help others. We were fortunate to work for a company that supported us through the pandemic.*

**A sampling of specific organizations supported by UGI employees in 2020 include:**

American Legion  
American Red Cross  
Amity Heritage Society  
Angel Flight East  
Attitudes in Reverse  
Autism Society  
Berks Nature  
Big Brothers/Big Sisters  
Black Balloon Day  
Blue Mountain Eagle  
Climbing Club  
Boy Scouts of America  
Cystic Fibrosis Foundation  
Crohn's and Colitis Foundation of America  
Emerging Leaders United  
Endless Mountain Caprine Classic Dairy Show  
Friends of Berks Ballet Theatre  
Friends of Kaercher Creek  
Girl Scouts of America  
Greater Pittston Santa Squad  
Habitat for Humanity

JDRF  
Junior Achievement  
Lackawanna Blind Association  
Children's Dyslexia Center of Lancaster  
Making Strides Against Breast Cancer  
Meals on Wheels  
Nolde Forest Environmental Education Center  
Opportunity House  
Reading Symphony Orchestra  
Young Friends Committee  
Relay for Life  
Salvation Army  
Special Olympics  
Thaddeus Stevens College - Community Advisory Council  
Toys for Tots  
United Way Ready.Set.READ!  
VFW  
Diamond City Figure Skating Club  
Violence Prevention Center of Berks  
World Vision







## 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.

In 2020, UGI received approval to offer an Emergency Relief Program to assist both residential and commercial customers. The ERP was designed to supplement the existing assistance program so that UGI could work with customers in matching them with the assistance that would be most advantageous to their circumstances. UGI enrolled 1,917 customers in the ERP prior to the end of 2020.

Other assistance programs included the following:

- **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 27,656 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 2020, provided home improvement energy-savings initiatives to 262 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 2020, Operation Share donations totaled \$1,796,973.74 and helped 1,219 households.

- Low-Income Home Energy Assistance Program (LIHEAP)**  
 – A federal program that offers financial assistance to qualified income-eligible customers. In the 2019-2020 season, 35,213 customers received \$9,421,620 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.

“*Even though things were difficult during the pandemic, people needed help and positivity more than ever.*”



## UGI’s Community Relations Team

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from Home



*“UGI is what inspires me to make a difference.”*

