



APRIL IS SAFE DIGGING MONTH. CALL 811 FOR EVERY PROJECT.



UGI RECOGNIZED FOR CUSTOMER EXPERIENCE

PENNSYLVANIA FIRSTLINE

APRIL 2026

UGI Rebate Fuels Business Growth, Expands Sustainable Manufacturing at Quaker Color

Manufacturing the resins, pigments, and specialty coatings found in everything from leather automotive interiors to building materials and consumer packaging requires one critical ingredient: thermal energy.

At its Quakertown headquarters, Quaker Color relies on steam to power its manufacturing processes. To ensure reliable, year-round production while advancing its sustainability goals, the company recently installed a state-of-the-art Solar Combined Heat & Power (CHP) system.

- ▶ The system **integrates on-site solar panels with a 1.1-megawatt natural gas-fueled generator** to provide continuous, efficient energy across the company's 200,000-square-foot campus, including research and development, manufacturing, and office operations.
- ▶ Electricity generated from the system offsets nearly the entire campus electrical demand, with excess power dispatched to the local utility, Quakertown Borough.

The project also received a \$250,000 Energy Efficiency and Conservation (EE&C) rebate from UGI Utilities, helping improve the project's economic viability.

"UGI is committed to helping our customers operate as efficiently as possible," said Michael Schilthuis, UGI Manager of Energy Efficiency & Conservation. "Quaker Color needed this upgrade to support the manufacturing demands of its growing business, and UGI is proud to help make that possible."



UGI tours Quaker Color and presents the project's EE&C rebate. Quaker Color specializes in the manufacture of both liquid pigment dispersions and solid pigment dispersions (shown above, also known as "Chips") for in-plant color tinting. Visit quakercolor.com to learn more.

Bob Ashton, Quaker Color Quality Director and Project Manager, added, "There has been tremendous positive feedback and inquiry from our global customer base regarding how the Solar CHP system supports Quaker Color's sustainability strategy and resource management initiatives. We've received strong interest and praise for reducing our carbon footprint and energy dependence—while simultaneously providing reliable factory power and effectively generating free steam through heat recovery."

Quaker Color continues to evaluate additional energy-saving initiatives, many of which may qualify for future UGI rebate programs—further strengthening a partnership focused on efficiency, sustainability, and smart growth.



CHP: Turning Waste Heat Into Steam

Through CHP technology, heat from a generator or turbine is recovered and reused to produce steam or hot water for manufacturing and facility needs, improving overall system efficiency.



Energy to do more®



UGI Helps Fuel Growth in the Lehigh Valley

Customer Relations VP Named to Lehigh Valley Economic Development Corporation's Board of Directors

The Lehigh Valley is celebrating economic development success while adding new talent and expertise to the Lehigh Valley Economic Development Corporation's (LVEDC) Board of Directors.

Dan Adamo, UGI's Vice President of Customer Relations, is one of eight new members recently named to LVEDC's Board and recognized at LVEDC's Annual Meeting last month.

At the Bethlehem event, Governor Josh Shapiro applauded LVEDC's work, saying, "... it's thanks to the collective work of this great organization – and all of you – who have worked to develop a focused plan that plays to this region's strengths to attract investment and create real opportunity. Today, the Lehigh Valley stands as a model for communities across the country to follow."



▲ Governor Josh Shapiro addresses LVEDC's Annual meeting.



◀ Dan Adamo, UGI Utilities VP of Customer Relations.

The Governor's praise, and Adamo's addition to the Board, comes as the Lehigh Valley celebrates its selection by Eli Lilly to be home to the pharmaceutical company's new \$3.5 billion manufacturing plant in Fogelsville.

"I look forward to working alongside leaders from across the region to support this economic growth and help create jobs," says Adamo. "UGI is ready to help power Eli Lilly's new facility while supporting other growing employers and new investment across the Lehigh Valley."



UGI Makes "Easiest Utilities to Do Business With" List With High Customer Scores

UGI Utilities' Gas Division has been recognized as an "Easiest to Do Business With" utility driven by high scores for billing and payment experiences for customers.

The recognition comes from Escalent's Cogent Syndicated 2026 Utility Trusted Brand & Customer Engagement: Residential™ study. Escalent is an AI-enabled market research and advisory firm with extensive energy, utility, and brand experience.

Escalent conducted surveys of more than 61,000 residential utility customers of the 157 largest U.S. utility companies. Consumers rate utilities on several attributes, which together form the Customer Effort Score, a measure of how easy it is to do business with a utility.

UGI, along with 30 other utilities nationwide, made the list this year with high scores on bill understandability and bill-pay effort. UGI also saw its score increase compared to last year, while the industry overall saw a drop.



"Reducing bill confusion through better communication and design as well as reducing stress by giving customers more support and control over their energy use is essential to improving Customer Effort perceptions in an environment where bills are increasingly difficult to manage," says Suzanne Haggerty, director of Cogent Syndicated research with Escalent's Energy team.

"UGI is committed to providing quality customer service including easy-to-understand billing and convenient payment options like digital e-wallets," says Dan Adamo, UGI's Vice President of Customer Relations. "UGI also provides customers with energy efficiency rebates and assistance programs."



IN OUR COMMUNITIES

CELEBRATING 35 YEARS OF LITERACY SUPPORT

UGI Delivers Books and Literacy Kits to Local Schools

UGI Utilities employees are donating hundreds of literacy kits to schools as part of the company's celebration of 35 years of partnering with Reading Is Fundamental (RIF).

UGI volunteers assembled the kits over the past several weeks and are distributing them at six of the schools that have been involved in the RIF program the longest. Each literacy kit (shown at right) contains three books, activity sheets, and a bookmark inside a UGI-RIF bag.

Some of the literacy kit distributions coincide with RIF book donation events that include class readings with the Reading Wizard, a UGI-created mascot who shows students how magical reading can be. As part of the book donation events, students select a book to take home and add to their personal library.

The UGI-RIF partnership brings to life the magic of reading, demonstrates the power of books, and is memorable and impactful for children. **Since the start of its partnership with RIF in 1991, UGI has distributed more than 1.6 million books to more than 500,000 first-grade students.**

"UGI is committed to making the communities we serve stronger. This includes improving literacy," says Rachael Romig, UGI's Community Relations Manager. "Fueling young minds continues to be part of UGI's mission, as it's been for more than 35 years."



NATIONAL VOLUNTEER MONTH: AT A GLANCE



UGI Employees Continue to Help Address Food Insecurity

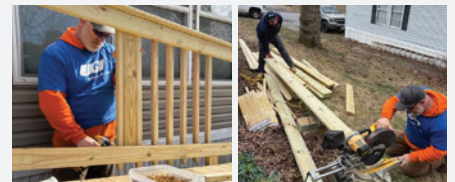
Employees recently returned to volunteer with Power Packs Project in Lancaster, where they bagged more than 600 onions for food packs distributed to students in the School District of Lancaster who receive free or reduced-price lunches. Power Packs Project works to help students and families in Lancaster, Lebanon, and York counties stay fed and ready to learn.



UGI Volunteers Bring STEM Lessons to Pittston Classrooms

UGI Utilities employees recently visited fifth-grade classrooms in the Pittston Area School District to support Inspiration Science and help students explore the states of matter through the Matter Monsters experiment.

The volunteer event gave students a hands-on way to learn science concepts while encouraging interest in future STEM careers.



UGI Supports Home Accessibility Project in Oxford

A home in Oxford is now safer and more accessible after UGI volunteers teamed up with Good Neighbors Home Repair to rebuild a ramp.

The organization provides critical home repairs and accessibility improvements that help seniors and people with disabilities remain safe and independent in their homes.



COMMITTED TO SAFETY

Students Use Art to Send Important Safety Message: Call Before You Dig

Students are using their art skills to spread the important safety message of **calling 811 before you dig**.

Fourth grade students throughout UGI's service area once again took part in the annual Energy Safe Kids Poster Contest. The National Energy Foundation developed the annual contest and UGI Utilities sponsors it.

This year's winners are Julianna from East Stroudsburg Elementary School (poster at upper right) and Josephine from Winding Creek Elementary School in Mechanicsburg (at right). Both students received new laptop computers as prizes.

Josephine says, "I want people to learn that digging without calling 811 can be dangerous. My project teaches everyone to know what's below to stay safe and protect gas lines before they dig."

Pennsylvania Law requires that PA One Call is notified at least three business days before any digging project, so that underground utility lines can be marked.

"UGI is committed to keeping the public safe around our natural gas lines," says Janet Toporcer, UGI's Public Safety Administrator. "Having young students learn about calling 811 and using their art to share this message with their classmates, teachers, and families helps our communities stay safe."



SPRING ENERGY SAFETY



Be Aware of Power Lines

Don't take chances when near power lines. **Always maintain a safe distance of at least 20 feet.** Contacting a power line with your body, ladder, pole, or scaffolding can result in serious injury or death.

Keep kites, drones, helium-filled balloons, and remote control aircraft away from overhead electric lines to avoid the potential for power outages, fires, and serious injuries.



Every Digging Project Warrants a Call to 811

This Safe Digging Month, UGI is again reminding homeowners and contractors to call 811 at least three business days before undertaking home improvement projects that require excavation.

Whether performing major excavation or minor landscaping, safeguard yourself from hazards related to damaging underground pipelines.

It's simple and it's the law!



Watch for Imposters, Ask for ID.

UGI employees are required to carry photo ID cards.

Customers should ask to see proper identification if someone comes to a home or business claiming to be from UGI.

If a person's ID or activities are suspicious, **do not allow that person in and call UGI immediately at 800-276-2722** to verify the visit.

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