



2022
Community
Relations
Report

Fueling OUR FUTURE





MESSAGE

FROM THE PRESIDENT

As the world slowly emerged from the COVID pandemic in 2022, it became clear that the needs of our communities had changed and, in many cases, heightened over the past several years. UGI's community relations programs continued to respond to those in need, helping to ensure the vitality of cities and towns across our service area.

One attribute of UGI employees that I have always admired is their commitment to the communities in which they live and work. Over and over again, whether it be through the company-wide employee giving campaign, local fundraising events, or the ability to volunteer to assist local organizations, our employees have demonstrated their resolve to help those less fortunate.

As we have always done in our more than 140-year history, UGI and its employees took the extra step to help meet the needs of our communities. We continued our long-established and successful programs that foster a successful education for our youth, fulfill critical community service needs, promote environmental stewardship, and support home safety and emergency preparation. At the same time, we worked with local organizations to effectively address emerging needs.

In my time at UGI, I have seen firsthand how my fellow 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 vibrancy and vitality of their neighborhoods. Never has this been clearer than during these last few uncertain years, where the needs of so many became more acute and the ability to deliver those services more difficult.

UGI and its employees truly demonstrate the energy to do more for our communities. Time and again we have found ways to positively impact our communities. I applaud all of you for your true dedication to making lives better.

To each and every employee who has helped those in need this past year, please accept my personal thanks.



Hans G. Bell

Hans G. Bell
President



“ I feel blessed that I am able and have the means to share my time to make a difference for those in our local community that are less fortunate and might have fallen on hard times. ”

The last several years have created unique challenges throughout society. Meeting the traditional needs of the community and addressing emerging hardships while limited in the ability to deliver services in person have tested both the perseverance and ingenuity of volunteers and community service organizations. UGI and its employees responded to this new environment, assisting communities while negotiating the challenges created by the COVID-19 pandemic.

As a result of the compounding effects of the pandemic, food insecurity continues to be a significant concern across the Commonwealth. UGI donated \$50,000 to food banks throughout our service territory in 2022, above and beyond ongoing support, to meet the increased need in our communities.



In addition to increased financial support, UGI employees engaged in various volunteer activities to support programs addressing food insecurity among families, children, and local community members.

Supporting Our Youth

In addition to food insecurity, data shows that children were disproportionately affected by the pandemic. Research has indicated children have endured added stress, developmental delays, a widening education gap, and increased health issues. Through the community engagement survey responses, we heard a resounding passion among our employees focused on making a difference in the lives of local children. To support children and youth, UGI organized drives to collect school supplies for those in need, as well as various collection efforts to provide children with toys, clothing, personal care items, educational items, and other gifts during the holidays and throughout the year.

Honoring Our Heroes

UGI and its employees honored those who have protected our freedom by participating in Wreaths Across America. Each December, the organization coordinates wreath-laying ceremonies at more than 2,100 locations in all 50 states, at sea, and abroad. UGI employees came together with families, friends, and co-workers to participate in events at Cedar Hill Memorial Park, Allentown; Indiantown Gap National Cemetery, Annville; Forest Hills Memorial Park, Reading; Spring Hills Cemetery, Shippensburg; Hanover Green Cemetery, Hanover Township; Mount Tunnel Cemetery, Elizabethtown; Wellsboro Cemetery; Fairview Cemetery and Union Cemetery, Boyertown; and Oxford Cemetery.



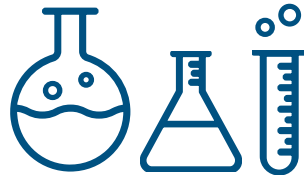
2022 Community Impact Snapshot

45,000 Books
Donated to 15,138 students



**Reading
Is Fundamental**

4,675 Students
Participated in **STEM Learning**



40,000+
Volunteer hours



OVER \$1M
Invested in various
education initiatives
through EITC



\$50K
Invested in
local food banks



OVER 4,700
Smoke detectors installed through
the "Sound the Alarm" Campaign



\$552,107
Donated by employees, retirees,
and corporate contributions to
support 235 nonprofits



**Fueling
OUR FUTURE**

UGI Continues to Support the Communities It Serves

Since the company's founding in 1882, UGI has been committed to supporting the communities it serves across Pennsylvania. The company and its employees have continued to work with partner organizations to find innovative ways to deliver services to those who need it most.

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.

For more than 30 years, UGI has maintained a unique partnership with Reading Is Fundamental. Recognizing the importance of early childhood literacy to both academic and career success, UGI has provided more than 500,000 first-grade students with over 1.5 million books since 1991. During the 2021-2022 school year alone, 45,000 books were distributed to 15,138 students through this partnership focused on increasing early literacy.

UGI also continued its support of The S.P.A.R.K.S. Foundation, an organization that delivers hands-on science experiments and demonstrations to schools across UGI's service area. STEM education provides critical skill-building opportunities for children. They can experience the world around them and experience how things work all while learning critical thinking and problem-solving skills. Over the past year, 4,675 students participated in fun and engaging science programming led by S.P.A.R.K.S., to inspire the next generation of STEM professionals.

In addition to the continued support of our signature educational partnerships, UGI financially supported more than 90 education-related organizations through its ongoing participation in the Pennsylvania's Department of Community and Economic Development's Education Improvement Tax Credit program. These contributions supported programs that enable children to attend high quality Pre-K programming, support career exploration activities, promote STEM learning, offer summer reading programs and much more.



+ 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 \$800,000 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 1,500 lives and installed nearly 2.5 million smoke alarms nationwide. More than one million homes have been made safer. In addition, over 2.7 million people have been served through home visits.

In UGI’s service area alone, over **4,700 smoke detector installations** through the “Sound the Alarm” campaign were completed in 2022.



“ I think it’s important to help those in need and who might just not be in a good position in their lives. Showing love, caring and helping others is an important thing to do in your community. ”

COMMUNITY OUTREACH

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. UGI has had a longstanding partnership with local United Way organizations throughout our service territory. United



Way is a trusted partner that understands the critical needs of each individual community. 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 nonprofit organizations with hands-on assistance.

In addition, our Employee Giving Campaign solicited the highest percentage of employee participation in our history with more than 60 percent of employees making a contribution. More than \$347,000 was pledged to 235 different organizations, including United Way chapters and other nonprofit organizations across Pennsylvania. UGI retirees added \$10,500 in contributions. Combined with more than \$194,000 in corporate contributions within the Utilities’ service area, **UGI provided over \$552,000 in financial assistance** to aid critical human service programs supported by community service organizations throughout Pennsylvania.



ENVIRONMENT

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

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



The Save Smart Program has **reduced carbon dioxide emissions by approximately 93,000 metric tons** and has issued more than \$30 million in rebates.

As part of UGI’s commitment to environmental stewardship, UGI finalized an agreement with Archaea Energy, Inc. to purchase Renewable Natural Gas (RNG) from its facility located at the Keystone Landfill in Lackawanna County. UGI expects to complete several additional RNG projects in the near future.

Employee volunteerism also supported environmental stewardship. A number of efforts were aimed at maintaining and improving parks and other open spaces or rehabilitating existing facilities.



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

- American Red Cross
- Boy Scouts and Girl Scouts of America
- Churches and religious organizations
- Economic development and revitalization groups and organizations
- Environmental organizations
- Fire companies, ambulance associations, and other emergency response organizations
- Food banks and homeless shelters
- Fraternal and civic organizations
- Labor organizations
- Local libraries
- Local United Way activities
- Mental health and drug/alcohol addiction organizations
- Municipal authorities, commissions, and committees
- Parent-teacher organizations, student mentoring, school boards, and other education-related initiatives
- Pet shelters, animal rescue and adoption centers
- Professional associations and organizations
- Regional leadership initiatives
- Safety committees
- Sporting clubs
- Veterans organizations
- YMCA and YWCA
- Youth sports



“ No one, not one single human being should feel like they have no one, are unworthy of empathy, compassion and love. ”



A sampling of specific organizations supported by UGI employees in 2022 include:

- Adopt-a-Highway
- AGA Human Resources Committee
- American Foundation for Suicide Prevention
- American Red Cross
- Amity Heritage Society
- Attitudes in Reverse
- Autism Society of America
- Be Utility Wise
- Berks County Autism Society
- Big Brothers Big Sisters
- BOLD
- Camp Freedom
- Central Pennsylvania Food Bank
- Cocalico Cares
- Cure JM Foundation
- DC Volunteer Lawyers Project
- 4-H Council
- Friends of Kaercher Creek
- Habitat for Humanity
- Laney's Legacy of Hope
- Miss Pennsylvania Scholarship Organization
- NAACP
- PA-211
- Pawsitive Hearts Pet Therapy and Rescue
- Pennsylvania Farm Bureau
- Pennsylvania One Call Education Committee
- Reading Airport Christmas in the Sky
- Safe Berks
- Salvation Army
- Shamokin Community Gardens
- Society of American Military Engineers
- Special Olympics
- Susquehanna River Cleanup
- Taking Strides for Crohn's and Colitis Foundation of America
- Terry's Legacy
- The Sleeping Bag Project
- Tyler's Triumph
- TSC Alliance
- UGI Energizers (Making Strikes Against Breast Cancer)
- U.S. Navy Reserve
- UGI VET Committee
- UGI Women's Impact Network
- Wreaths Across America
- Young Men and Women in Charge Foundation

UGI's customer assistance programs became even more vital in 2022 as energy prices rose and inflation impacted households. Company programs for those with limited incomes included those that based customer bills on the ability to pay and weatherization that improved the energy efficiency of the homes. Guidelines for some programs were modified to allow additional customers to take advantage of assistance program benefits. In total, the Customer Outreach Department facilitated roughly \$30 million dollars of customer assistance program funding to support UGI's low-income customers.

UGI customer 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 25 community agencies on behalf of more than 23,000 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 16 community agencies and contractors, and in 2022, provided home improvement energy-savings initiatives to over 550 natural gas and electric customers.

Low-Income Home Energy Assistance

Program (LIHEAP) – A federal program that offers financial assistance to qualified income-eligible customers. In the 2021-2022 season, more than 49,000 customers received \$20.9 million in LIHEAP grants with the assistance of UGI's Customer Outreach team.

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. The maximum grant for natural gas customers was increased for those customers whose income is at or below 250 percent of the federal poverty level. Donations come from employees, customers, and UGI fund Operation Share. In 2022, Operation Share donations totaled \$131,613.52 and helped 3,552 households.

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.

“ There's so many people struggling. Kindness and positivity can go a long way, no matter how you choose to support these causes. ”





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.

In 2022, more than 500 UGI Utilities employees donated over 40,000 hours to local, regional, and statewide initiatives.

“ It enriches the community and a lot of organizations depend on volunteerism to continue to operate and provide valuable resources to community members. ”



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