



Summit Natural Gas of Missouri

2019 Community Engagement Report



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Message from our CEO

We strive for excellence in all things, whether it be safety, customer service, or our community involvement. We make a positive difference in people's lives by prioritizing engagement with our customers, communities and colleagues.

In 2019, Summit Natural Gas (Summit) continued our commitment to the safety of our systems and operations. We also continued to embrace and enhance our sustainability goals, while empowering our team to spend more time volunteering in their communities.

This year, Summit donated money and time to environmental and conservation efforts, anti-poverty & hunger initiatives, educational work, economic development, safety, and health & wellness endeavors. Our hope is that these efforts will continue to aid local economies and communities throughout Missouri.

Whether it's donating supplies to local schools, sponsoring the American Heart Association, or volunteering with one of Missouri's many extraordinary nonprofit organizations, we want to continue to support our communities. We look forward to building on the successes of 2019.

Kurt Adams
President and CEO





Community Sponsorships

In 2019, Summit Natural Gas donated \$1 back to the community for every residential customer it serves through charitable sponsorships, community grants and organizational memberships.

- Branson Mountain Man Triathlon
- Lebanon High School
- Pioneer Festival Heritage of the Ozarks
- Willow Springs Lions Club Father's Day Golf Tournament
- Yellowjacket Baseball

In addition to sponsorships, each year the Company provides grants to local nonprofit organizations that focus on wellness, economic, educational, environmental and cultural initiatives.

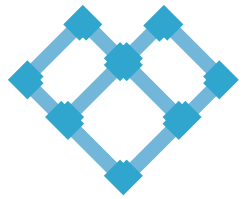
116.5
volunteer
hours

Volunteerism

At Summit Natural Gas, we know being a good friend and neighbor means committing time to worthy causes, which is why we provide every member of our team up to 20 hours of paid time off to use volunteering with non-profit organizations in the communities we serve. This year, **44% of Missouri employees donated over 8 work weeks of time** to organizations and programs committed to the environment & conservation, community & economic development, anti-poverty & hunger, and many more worthy causes.



HRS	CAUSE
11	Environmental & Conservation
7	Anti-Poverty & Hunger
14	Educational
35	Community & Economic Development
16	Safety
24.5	Health & Wellness
9	Other



Community Giving Program

As a proud member of our community, Summit will continue to commit resources that maintain and improve Missouri's sense of community. Whether it is providing funding for community events and services or offering funding to local organizations for community-building efforts, Summit is dedicated to the people we serve.

Through our Community Giving Program, we award funding to organizations and businesses with strategies that align with Summit's key areas of interest. Priority is given to health-related and educational initiatives and programs. Our other priorities and key area of interests include economic and cultural initiatives that are geared to improve the overall well-being of our neighbors.

2018 Awardees:

- 37th Judicial CASA for Children
- Access II – Independence Living Center
- American Heart Association
- Benton County Food Pantry
- Birthday Blessings
- Blessings in a Backpack
- Care 2 Learn Seymour Chapter
- Community Foundation of the Lake
- Dance Branson School of the Arts
- Douglas County Amateur Radio Club
- Gift of Hope
- Hamilton Alumni Association
- Jesus Was Homeless
- Kiwanis Club of Ozarks Coast
- L-Life Food Pantry
- Live 2 Give Hope
- Pattonsburg Multi-Purpose Center
- Place at the Lake
- Project 360 Youth Services
- Rotary Club of Lebanon
- West Plains Police Department

American Heart Association



Summit Natural Gas has proudly partnered with the American Heart Association for the past three years, sponsoring their Little Hats, Big Hearts™ program to help raise awareness of congenital heart defects in infants. This year, SNGMO donated \$4,000 to the program.

Little Hats, Big Hearts™ honors babies, moms and heart-healthy lives while raising awareness about congenital heart disease by giving newborn children hand-knitted crochet hats. In addition, parents are provided information about how to keep a healthy heart and what to do if a child suffers from a heart condition. Summit also provided all parents with a congratulatory letter educating them about the Little Hats, Big Hearts™ Program.



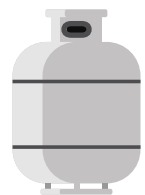
United Way Campaign

United Way mobilizes our community in ways that no single agency, individual, or government can to enhance the ability of people to care for one another. Since beginning a partnership with United Way in 2018, SNGMO has donated up to \$5,000 annually for charitable organizations throughout our communities. Employees can help by being an advocate, giving, and/or volunteering with the United Way. SNGMO matches employee contributions to the United Way Campaign up to \$5,000 annually.

Energy Efficiency

Each year, Summit partners with community action agencies in our service territories to fund low-income weatherization programs. In 2018, we spent approximately \$16,200 on these programs, with the goal of increasing home energy efficiency, reducing homeowners' overall energy costs, and reducing carbon emissions. As a result, our Missouri efficiency program resulted in a carbon offset in 2019 of 89 metric tons¹. That is equivalent to 3,638 cylinders of propane used for home barbecues².

Last year, Summit launched a new energy efficiency program called "Excess is Out" focused on reducing home and small business energy costs for customers. The program offers customers up to \$500 in rebates for installing high-efficiency natural gas heating and water heating appliances, as well as smart thermostats. Our goal in providing these services is to reduce energy bills and increase efficiency for our customers. Lower energy bills and higher energy efficiency mean that customers can enjoy the reliability and comfort of natural gas at a lower cost.



3,638

cylinders of propane for your grill

excess is out™

¹Based on calculations provided by Missouri Community Action Agencies using guidance from the "Missouri Technical Reference Manual 2017: Origin and Next Steps".

²Based on calculations provided by Missouri Community Action Agencies using guidance from the "Missouri Technical Reference Manual 2017: Origin and Next Steps".

Safety Training

As part of our focus on safety, Summit provides free training sessions for emergency personnel in Missouri. In 2019, employees taught 14 training sessions to local fire and police departments, city officials, dispatch managers, city administrators, and public works departments. The sessions covered the basic knowledge of natural gas and how to eliminate or control emergencies in order to streamline operations and, most importantly, ensure the safety of all personnel on scene and the surrounding community. Other topics included 811, cross bores, pipeline association meetings, the Common Ground Alliance Conference, and Summit's sponsorship with Responding to Utility Emergencies (RTUE). Summit's top priority in any emergency is for everyone to return home safely at the end of the situation.





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