



Summit Natural Gas of Missouri

2020 Community Engagement Report



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Message from our CEO

2020 was a difficult year for our customers, the communities we serve and members of our team. I couldn't be prouder of how quickly our team reacted to the COVID-19 pandemic, transitioned to the 'new normal' and immediately went to work focusing on how to be part of the solution in the communities we serve throughout Missouri.

As the COVID-19 pandemic began to take a toll on the economy along with our friends and neighbors, at Summit Natural Gas (Summit) we immediately transitioned to a remote work environment, procured new personal protection equipment to protect our team members and customers while we provided continuous essential natural gas service to communities throughout Missouri.

Additionally, we immediately donated \$20,000 to nonprofit organizations throughout the Missouri service areas focused on remedying the financial, educational and health impacts of the COVID-19 pandemic, while also supporting additional charitable efforts with our volunteer time off (VTO) program.

While this year was difficult for all of us, we have so much to be proud of, including Summit celebrating the completion of a natural gas pipeline expansion project in 2020. The expansion project, which consisted of the installation of 27,800 feet of 8-inch steel pipeline, will increase gas flow, bringing more reliable and clean-burning natural gas to residential, commercial and industrial customers in the Lebanon area. This natural gas tie-in reflects our commitment of providing energy solutions to our customers and community members with exceptional customer service and commitment to community. I am filled with gratitude every day to lead such an incredible team of people.

Overall, we learned that together, in partnership with the communities we serve, we can make a difference regardless of how difficult the circumstances. We truly are all in this together.

Kurt Adams
President and CEO





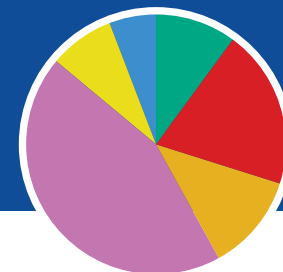
BJ Proctor organized an ongoing initiative to build bunk beds for a campground in need to be utilized by children and adults during a wide range of events held at Camp Windermere in Camdenton MO to date we have built 98 bunk beds along with bathrooms and showers.



Using his company provided Volunteer Time Off benefit, Phil worked with the organization to deliver a week's supply of meals to approximately 50 different locations, feeding some of the county's most vulnerable residents. The organization specializes in meal delivery and transportation service for seniors and people with disabilities.

Volunteerism

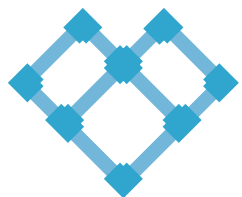
At Summit, we know being a good friend and neighbor means committing time to worthy causes, which is why we provide every member of our team up to 20 hours of paid time off to use volunteering with non-profit organizations in the communities we serve. This year, Summit team members donated over 164 hours to organizations and programs committed to the environment & conservation, community & economic development, anti-poverty & hunger, and many more worthy causes.



164 Volunteer Hours

HRS	CAUSE
16.4	Environmental & Conservation
32.8	Basic Human Needs & Energy
19.68	Educational
72.16	Community Enrichment
13.12	Veterans
9.84	Other

While many employees use the 20 hours to volunteer for individual causes, in 2020, Summit team members prioritized their health and safety by choosing social distanced volunteer opportunities. The various opportunities included delivering Meals on Wheels for a local non-profit, mulched flower gardens, trimmed trees, and painted a ceiling of a church awning. Assisted high school students and instructed step-by-step on finishing hay bale trailers. Due to COVID-19, and safe distancing practices students could not complete their builds in the workshop classroom settings. Summit individual team members stepped up to be the primary volunteer group to build bunk beds for Camp Windermere in Camdenton, MO. A total of 98 bunkbeds were built.



**Community
Giving Program**

Summit proudly partnered with the American Heart Association in its fourth year to sponsor infant CPR Anytime kits which were distributed to Mercy Hospital in Lebanon, Cox Medical Center in Branson and Ozarks Medical Center in West Plains. The CPR Anytime Kit donations were made possible via a \$4,000 donation from Summit Natural Gas and will be used to help train parents of newborns prior to going home from the hospital.

Read more at <https://douglascountyherald.com/2020/06/the-american-heart-assoc-and-summit-natural-gas-donate-infant-cpr-kits/>

2020 sponsorships include:

- American Heart Association
- Lebanon High School
- Fellowship of Christian Athletes

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



**American
Heart
Association®**

We're all in this
Together



Summit's \$2,000 donation to Blessings in a Backpack helped 500 bags of food to hungry children.



Summit's donation assisted MUNCH to serve over 550 families in the Willow Springs Missouri R-4 School District each month for twelve months.

Community Giving

Because Summit Natural Gas wants to be a good community partner and neighbor, we will continue to commit resources for worthy causes that maintain and improve Summit'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 our community.

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

2020 COVID-19 Relief Awardees:

- American Heart Association
- Benton County Food Pantry
- Blessings in a Backpack
- Crossline Ministry
- Elevate Branson
- L-Life Food Pantry
- Lamb House Food Pantry
- Laclede County Hugest Senior Center
- Martha Vance Samaritan Outreach Center
- M.U.N.C.H. (Missourians Unite To Combat Hunger)
- Mountain Grove Love Center Food Pantry
- Samaritan Outreach Center
- VFW #5923
- Wright County Crisis Center



United Way mobilizes our community in ways that no single agency, individual, or government can enhance the ability of people to care for one another. Since beginning a partnership with United Way in 2018, Summit is committed to supporting this charitable organization throughout our communities. Team members can help by being an advocate, giving, and/or volunteering with the United Way. The Company matches employee contributions to the United Way Campaign up to \$5,000 annually.



Educational Outreach

One of our core values as a company is the safety of our communities, customers, and employees. In previous years, a member from the Summit Safety team would have presented a free in-person safety presentation. However, due the health pandemic, we have adjusted to a new normal that of presenting a natural gas safety presentation for kids now available virtually! The short 8-minute YouTube video presentation is focused on educating 3rd-4th graders on natural gas and how to be safe using it. Core ideas include “call 8-1-1 before you dig”, safety around construction sites, and what to do if you smell gas. We also work to educate the communities we serve about natural gas safety through safety presentations with public safety officials and local citizens.



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 2018 of 13 metric tons. That is equivalent to offsetting the emissions of an average vehicle driving 30,000 miles.

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.

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".



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1201 Deadra Dr.
Lebanon, MO 65536

1.800.927.9787
www.SummitNaturalGas.com