



Colorado Natural Gas

2020 Community Engagement Report



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Message from our CEO

Since its founding in 1997, Colorado Natural Gas (CNG) has striven for excellence in all things, whether it be safety, customer service, or our community involvement. As we've grown as a company, we've made it a priority to engage with our customers and the communities we serve to make a difference in people's lives.

However, 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 in Colorado.

As the COVID-19 pandemic began to take a toll on the economy, as well as our friends and neighbors, CNG immediately transitioned to a remote work environment. We quickly procured new personal protection equipment to protect our team members and customers while we provided continuous essential natural gas service to communities throughout Colorado.

Additionally, we made the decision to donate \$20,000 to nonprofit organizations throughout our Colorado service area. These donations 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.

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





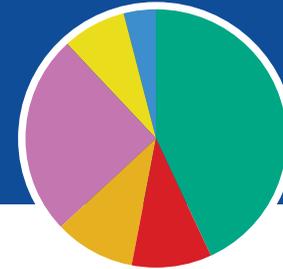
CNG team members got creative with socially distanced VTO opportunities including spending the afternoon weeding gardens and digging fence post holes to help tend to Feeding Many, Inc.'s Community Orchard and Garden.



Meals on Wheels, which delivers meals to senior citizens and those who are ill or disabled, had to change the way they bring food to clients because of the pandemic.

Volunteerism

At CNG, 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, Colorado team members donated over 210 hours of time to organizations and programs committed to the environment & conservation, community & economic development, anti-poverty & hunger, and many more worthy causes.



210 Volunteer Hours

HRS	CAUSE
90.09	Environmental & Conservation
20.95	Basic Human Needs & Energy
20.95	Educational
52.38	Community Enrichment
16.76	Veterans
76.25	Other

While many team members use the 20 hours to volunteer for individual causes, in 2020, CNG team members prioritized their health and safety by choosing social distanced volunteer opportunities. The various opportunities included filling orders for a local food bank, sorting and organizing a food warehouse for an area non-profit; and cleaning up the garden and animal barn stalls for the Broken Shovels Farm Sanctuary. CNG team members also assisted with addressing and distributing grocery gift cards to families in need in the Denver Public School system. All of the gift cards sent helped ensure students and educators have the tools and resources they need to succeed.

We're all in this
Together

Community Giving

CNG is committed to being a good community partner and neighbor, and we will continue to commit resources for worthy causes that maintain and improve Colorado's sense of community. Whether it is providing funding for community events and services or offering funding to local organizations for community-building efforts, CNG is dedicated to service others.

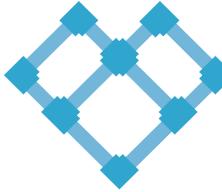
In the midst of the COVID-19 pandemic, we immediately donated \$20,000 to a variety of nonprofit organizations who were focused on remedying the financial, educational and health impact brought on by the pandemic.

2020 COVID-19 Relief Awardees:

- Bennett Community Food Bank
- Care and Share Food Bank
- Community Care Foundation / Aspen Mine Center
- Deer Trail Food Bank
- Energy Outreach Colorado
- First Grace Baptist Church Food Pantry
- Gilpin Food Pantry
- Jefferson County Food Bank
- LifeBridge
- Little Chapel Food Bank
- Senior Alliance Platte Canyon
- South Park Food Bank
- Women's Resource Center



Mountain Resource Center



**Community
Giving Program**



Gilpin Food Pantry



Women's Resource Center



Care and Share Food Bank



Bennett Community Food Bank



The 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 the United Way in 2018, CNG 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. CNG 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 CNG Safety team would have presented a free in-person safety presentation. However, due to the health pandemic, we have adjusted to a new normal and are now providing a natural gas safety presentation for kids 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 presentation with public safety officials and local citizens.



excess is out™

Energy Efficiency

CNG spends hundreds of thousands of dollars each year for customers in the form of energy efficiency rebates and free-of-charge efficiency assessments. 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.

In 2019 we spent an estimated \$399,900 on these programs, which included rebates for efficient furnaces, water heaters, smart thermostats, and other energy efficient equipment. These rebates are available to residential, commercial, and large industrial customers. In 2019, our efficiency program resulted in a carbon offset of 199 metric tons^[1]. That is equivalent to taking 43 vehicles off the road or offsetting the total energy usage of 23 homes^[2].

^[1]Based on calculations using guidance from the "Policy Document for the Illinois Statewide Technical Reference Manual for Energy Efficiency".

^[2]Source: <https://www.epa.gov/energy/greenhouse-gas-equivalencies-calculator>



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