

Community Service Award

This award recognizes SGA member companies who have gone the extra mile in service and outreach for their communities.

Entry Requirements	Judging Criteria
<ul style="list-style-type: none"> Community Service Award may be directed at either domestic or international problem solving. Nominations must honor a specific action, decision, program or initiative (philanthropic monetary donations alone are not eligible). Each entry must demonstrate definite, substantive results during the eligible calendar year. A member company may nominate more than one activity. Programs that have previously received an SGA Community Service Award are not eligible. A previous winner may submit a different program. 	<ul style="list-style-type: none"> Goals and Plan of Actions Clearly Defined and Executed Measurable Results Originality and Innovativeness Corporate Leadership Involvement Lasting Company Impact Program Sustainability Employee Involvement Fun Factor (If Applicable)

Submissions Overview

Community Service Award Submissions - 14 Nominees		
Company Name	Program Name	ID Number
Atmos Energy	<i>Fueling Safe and Thriving Communities</i>	CS-1
Black Hills Energy	<i>Ambassadors for Blue Jeans Go Green</i>	CS-2
CenterPoint Energy	<i>Disaster Relief and Community Support</i>	CS-3
CPS Energy	<i>CPS Energy's CORE (Customer Outreach Resource Effort) Initiative</i>	CS-4
Duke Energy	<i>Fort Bragg Utility Privatization Project</i>	CS-5
ONE Gas	<i>Feeding the Front Lines Across Our Footprint</i>	CS-6
Southern Star - 2 Submissions	<i>Southern Star Cares</i>	CS-7
	<i>Growing STEM</i>	CS-8
Spire Energy - 3 Submissions	<i>Spire's Day for Good Program</i>	CS-9
	<i>Fresh Perspectives Customer Engagement Program</i>	CS-10
	<i>Virtual Assistance Outreach Program</i>	CS-11
Summit Utilities	<i>Summit Utilities / Arkansas Oklahoma Gas Corp Ensures Students Stay Connected Amid School Shut Down During Pandemic</i>	CS-12
Virginia Natural Gas	<i>Virginia Natural Gas Continues to Serve the Community with Drive-Through Collections During the Covid-19 Pandemic</i>	CS-13
Xcel Energy	<i>Xcel Energy COVID-19 Response & 2020 Community Giving</i>	CS-14

Nomination CS-1	
SGA MEMBER COMPANY NAME	Atmos Energy
SGA MEMBERSHIP TYPE	Distribution SGA Gas Member
SGA MEMBER SINCE	2009
PROGRAM NAME	<i>Fueling Safe and Thriving Communities</i>
PRIMARY LINK	https://www.atmosenergy.com/community/fueling-safe-and-thriving-communities
PROGRAM DESCRIPTION	<p>Compassion to give back to communities we serve flows through the heart and soul of Atmos Energy's 4,700 employees. Whether it is reading to students, working with local food banks, or showing appreciation to our hometown heroes, our employees have always invested in the communities we call home.</p> <p>The Fueling Safe and Thriving Communities program focuses on three primary areas: students, community heroes and our most vulnerable neighbors.</p> <ul style="list-style-type: none"> • Fueling bright minds and healthy futures for our kids. We believe in making a difference in the lives of children by collaborating with local school districts and education foundations to offer nutritious meals and provide resources to help children read at grade level by third grade. • Fueling honor and thanks for our community heroes. We believe in showing our respect and gratitude to firefighters, police officers, medical teams, other first responders and teachers by providing free meals and support throughout the year for our hometown heroes. • Fueling hope and growth for our neighbors. We believe in supporting our communities through programs that help eligible customers stay warm with financial assistance to pay their gas bill and upgrade their homes. We proudly support United Way, The Salvation Army and other local community welfare organizations.
RESULTS OF/RESPONSE TO THE PROGRAM	<p>Through our Fueling Safe and Thriving Communities program, in 2020 we:</p> <ul style="list-style-type: none"> • Donated \$2 million across the eight states we serve to provide resources that help students read on level by the third grade. • Partnered with United Way of Metropolitan to provide approximately 78,000 one-year subscriptions to Vooks, a streaming service exclusively dedicated to animated storybooks for children ages 3 to 6 and early education teachers. Funded by a \$1 million contribution from Atmos Energy, the program will work toward United Way's Aspire United 2030 education goal of increasing by 50 percent the number of North Texas students reading on grade level by third grade. • Donated \$2 million to hundreds of local school districts, food banks, and other essential organizations to give the breakfasts, lunches, snacks, and healthy meals that all children need to grow, develop, and succeed. • Donated backpacks, lunch boxes, and water bottles to hundreds of schools, after school programs, and nonprofit organizations to fuel bright minds and healthy futures for the kids in our communities. • Donated \$1 million directly to energy assistance agencies to help customers stay warm last winter. These funds were distributed in partnership with more than 100 energy assistance agencies and nonprofit organizations across the eight states we serve. • Partnered with thousands of firefighter personnel to provide natural gas safety training, promote home safety guidance to residents, and support victims of natural disasters. <p>Our employees take enormous pride in their commitment to fuel safe and thriving communities. During our annual Week of Giving campaign, employees across the enterprise pledged more than \$875,000 in donations to benefit United Way, No Kid Hungry, and The Salvation Army. Further amplifying the impact of this tremendous financial support, the company matched all employee donations to double the vital resources crucial organizations use to enrich childhood literacy, provide nutritious meals, and offer a helping hand to our most vulnerable neighbors.</p> <p>During Week of Giving, employees across the enterprise also participated in various activities to give back to communities where they work and live. Some employees participated in an online Back to School Drive that amassed school supplies for students at Mi Escuelita, a preschool network that develops English language vocabulary skills at 11 locations in the Dallas area. Other employees wrote thank you notes to health care heroes to express gratitude for their service and offer words of encouragement. These are just a couple examples of how our employees support their communities.</p>
PARTICIPATING EMPLOYEES	501+

SUPPORTING DOCUMENTS	<ul style="list-style-type: none"> • https://southerngas.org/wp-content/wpdm-assets/2021-SGA-Awards-Program/Community%20Service/CS-1-Doc1-UW-VOOKS-OnePager.pdf? t=1623264751 • https://southerngas.org/wp-content/wpdm-assets/2021-SGA-Awards-Program/Community%20Service/CS-1-Doc2-United%20Way%20Reading%20Day.jpg? t=1623264751
ADDITIONAL SUPPORTING LINKS AND MATERIALS	<ul style="list-style-type: none"> • Photos and Materials: https://shared-assets.adobe.com/link/2f1fe7d8-50bc-4886-4f4f-cb2a018b35e9 • Vooks subscription sign up: https://www.atmosenergy.com/community/atmos-energy-and-vooks • United Way of Metropolitan Dallas Aspire 2020 Kickoff: https://www.facebook.com/31716813058/videos/328984218328084 • United Way of Metropolitan Dallas, Atmos Energy and Vooks Partner to Build a New Generation of Readers in North Texas: https://www.prnewswire.com/news-releases/united-way-of-metropolitan-dallas-atmos-energy-and-vooks-partner-to-build-a-new-generation-of-readers-in-north-texas-301178887.html • Dallas Innovates: https://dallasinnovates.com/atmos-energy-gives-1m-to-united-way-of-metropolitan-dallas-to-prepare-the-next-generation-of-readers/ • NBC 5 DFW: https://www.nbcdfw.com/about-nbc-5/community/reading-with-you/free-virtual-childrens-books-through-united-way-dallas/2566360/ • NBC 5 DFW: https://www.nbcdfw.com/about-nbc-5/community/reading-with-you/united-way-atmos-energy-donate-78k-e-book-subscriptions-for-north-texas-students/2488661/ • The Dallas Morning News: https://www.dallasnews.com/fwd/fwd/2021/02/26/united-way-reading-day-presented-by-ey-goes-virtual/ • Greeley Tribune: https://www.greeleytribune.com/2020/09/08/atmos-presents-greeley-fire-department-with-13000-check/ • WTVA Tupelo-Columbus: https://www.wtva.com/content/news/Atmos-Energy-donates-5K-to-local-food-pantry-572775181.html • ABC 25 Central Texas: https://www.kxxv.com/hometown/texas/communities-in-schools-program-receives-30-000-donation-from-atmos-energy-corporation • ABC 6 Wichita Falls, TX: https://www.newschannel6now.com/2020/09/14/wf-area-food-bank-receives-donations-atmos-energy-prothro-blair-financial/ • Amarillo Globe News: https://www.amarillo.com/story/news/2020/10/14/atmos-energy-donates-money-amarillo-colleges-no-excuses-fund/3656512001/ • Daily Journal, Tupelo, MS: https://www.djournal.com/news/business/atmos-distributing-1m-to-energy-assistance-agencies/article_5656c137-9cff-5bd0-a070-ac91bbc89e.html • KSST Radio: https://www.ksstradio.com/2020/11/atmos-energy-provides-big-boost-to-pjc-early-childhood-education-students/ • Fox West Texas: https://www.myfoxzone.com/article/news/community/san-angelo-ymca-to-launch-program-to-child-hunger/504-7d2f9bc2-8d19-4869-a10b-2629fc22c897 • Times Record News: https://www.timesrecordnews.com/story/news/local/2020/09/22/atmos-employees-donate-1-7-mil-during-week-giving/5864682002/ • WKDZ 106.5 FM: https://www.wkdzradio.com/2020/09/28/atmos-energy-donating-1-million-to-help-customers-stay-warm-this-winter/ • ABC WCBI, Columbus, MS: https://www.wcbi.com/atmos-energy-donates-7500-to-help-families-pay-for-utilities/

Nomination CS-2	
SGA MEMBER COMPANY NAME	Black Hills Energy
SGA MEMBERSHIP TYPE	Distribution SGA Gas Member
SGA MEMBER SINCE	2013
PROGRAM NAME	<i>Ambassadors for Blue Jeans Go Green</i>
PRIMARY LINK	https://southerngas.org/wp-content/wpdm-assets/2021-SGA-Awards-Program/Community%20Service/CS-2-Doc1-NE_L-R%20Steve%20Guernsey%20Ambassador%2C%20Dan%20Chambers%20McCook%20supervisor.jpg? t=1623275964
PROGRAM DESCRIPTION	Ambassadors across all Black Hills Energy states conducted a corporate-wide project to collect denim that was sent to Blue Jeans Go Green™ a trademark of Cotton Incorporated. This program collects denim (made from cotton) so that it can be recycled back to its natural fiber state and transformed into something new, like insulation!

	Participating Ambassadors throughout seven Black Hills Energy states set-up collection areas and promoted denim recycling with family, friends, and co-workers Oct. 19 through Nov. 14, 2020. Timing of the project coincided with the Nov. 15 America Recycles Day encouraging people to make a difference by stacking their denim and sharing it on Instagram. (@DiscoverCotton and #denimstackchallenge)
RESULTS OF/RESPONSE TO THE PROGRAM	<p>Though much of the employee base was working from home due to the pandemic, an incredible 3,694 pieces of clean, 90% cotton denim was collected throughout the Black Hills Energy footprint for this project. This results in over 1.8 tons of textile waste being diverted from the landfill and approximately 7,000 square feet of UltraTouch™ Denim Insulation is being created from the recycled denim. Black Hills Energy was excited to launch a project that all Ambassadors were able lead from any location and one that ultimately promotes energy efficiency.</p> <p>Recycled insulation is available through application for Habitat for Humanity affiliates or civic buildings with a licensed architect, contractor or builder through the Blue Jeans Go Green™ UltraTouch™ Denim Insulation grant Program. Submissions are evaluated on a first-come, first-served basis.</p>
PARTICIPATING EMPLOYEES	101-300
SUPPORTING DOCUMENTS	https://southerngas.org/wp-content/wpdm-assets/2021-SGA-Awards-Program/Community%20Service/CS-2-Doc1-WY_KLa%20Watts%20Riverton.jpg? t=1623275964
ADDITIONAL COMMENTS	The campaign was communicated to employees through company e-connections newsletters and internal website, posters, emails and drop-off locations within the local offices. Our CEO, Linn Evans promoted this project with a kick-off zoom call to all employees.

Nomination CS-3	
SGA MEMBER COMPANY NAME	CenterPoint Energy
SGA MEMBERSHIP TYPE	Distribution SGA Gas Member
SGA MEMBER SINCE	2009
PROGRAM NAME	<i>Disaster Relief and Community Support</i>
PRIMARY LINK	https://southerngas.org/wp-content/wpdm-assets/2021-SGA-Awards-Program/Community%20Service/CS-3-Doc1-SGA%20Community%20Service%20Award%20Nomination-April.pdf? t=1623276248
PROGRAM DESCRIPTION	CenterPoint Energy (CNP) employees are well known for their community spirit. Throughout our disaster relief efforts following Hurricanes Laura, Delta and Zeta, CenterPoint Energy fulfilled its brand promise of being Always There for our customers, our stakeholders, and our communities.
RESULTS OF/RESPONSE TO THE PROGRAM	<ul style="list-style-type: none"> • Stronger collaboration with key internal and external stakeholders allowed our initiatives to achieve results that our nonprofit partners and the company could not have achieved on their own. • Efforts stretched beyond traditional approaches and solutions in the pursuit of exceptional results for communities and the company. • Demonstrated a strong commitment to safety, accountability, initiative, and respect throughout our journey. • The role of leadership: our CEO and other senior leaders' involvement played a critical role in motivating and uplifting our employees.
PARTICIPATING EMPLOYEES	101-300
SUPPORTING DOCUMENTS	https://southerngas.org/wp-content/wpdm-assets/2021-SGA-Awards-Program/Community%20Service/CS-3-Doc2-SGA%20Awards%20-%20CenterPoint%20Energy%20Community%20Service%20Pics%20%281%29.pdf? t=1623276248

Nomination CS-4	
SGA MEMBER COMPANY NAME	CPS Energy
SGA MEMBERSHIP TYPE	Municipal SGA Gas Member
SGA MEMBER SINCE	2010
PROGRAM NAME	<i>CPS Energy's CORE (Customer Outreach Resource Effort) Initiative</i>

<p>PRIMARY LINK</p>	<p>https://southerngas.org/wp-content/wpdm-assets/2021-SGA-Awards-Program/Community%20Service/CS-4-Doc1-CORE%20Slides%20from%202021.04.26%20April%20Board%20of%20Trustees%20Meeting.pdf? t=162327763</p>
<p>PROGRAM DESCRIPTION</p>	<p>This past summer, team members at CPS Energy started doing something we told our customers we don't do. Call them. But there was a good reason we pivoted from our normal process. With the COVID-19 pandemic getting worse, it became obvious that our customers needed a personal touch, someone to reach out and simply ask 'How are you doing?' and 'Is there anything we can do to help?'. One simple change turned into a stream of emotions, and likely changed the way we provide customer service that we never anticipated. Our team members work and live here, for them it is personal. They know they're talking with fellow members of our community and treat them like neighbors and friends. But nothing could have prepared us for the way our customers have shared touching thoughts and experiences during this unprecedented pandemic. Thanks to this initiative, we have a greater understanding and heartfelt compassion for our community than we've probably ever had before. We knew that many people had been negatively impacted by the pandemic in many ways, personally, professionally, and financially and we had so many ways to help. Our goal for this program was to focus on being proactive with our engagement with our customers using different teams of Customer Success, Community Engagement, and Customer Value Optimization to ensure we reached all segments of customers (Residential, Small/Medium Business, and Commercial & Industrial). Our CORE teams started reaching out to customers through outbound calls to connect them with offerings that we have and identified additional resources that provide support for utility bills and other needs. We consistently shared with our community through our scam awareness campaign that we would not call customers to demand payment, and we knew that this was not the appropriate time to talk about collecting. The focus was to show that we are here to help and can connect our community with available resources for their utility bill or whatever they need help with during this challenging time. Additionally, we worked with our Partner Engagement and Corporate Communication teams to communicate our efforts and be collaborative with our various partners to share what we are doing and what options are out there. We wanted to get the message out that we would be making calls, but we would not be demanding payment or asking for personal financial information like bank account information or credit card numbers. In order to be successful we had to train this all remotely and develop a manual process as we wouldn't have time to set up IT resources to leverage our outbound dialer, plus we needed to find a way to identify & track the customers most impacted. All our Energy Advisors undergo rigorous training to ensure a high level of service for all our customers. For the initiative, we selected top-performing seasoned Energy Advisors to set the tone. The team received supplemental training to provide a caring concierge approach when conducting outreach to customers impacted by the pandemic. The enhanced supplemental training focused on:</p> <ul style="list-style-type: none"> • using emotional intelligence by recognizing and responding to customer cues with empathy for their situation and COVID-19 impact(e.g. concern, warmth, kindness, compassion, and tone), • demonstrating judgment and critical thinking by suggesting financial solutions that match our customers' circumstances, and • making value-based decisions & providing thoughtful recommendations as our customers' trusted advisors. <p>We created new processes to manage customer records and reporting to support activity tracking to measure the impact of this initiative. The team quickly developed an in-house MS Access database with a graphical user interface for team members to contact customers in need, identified within our system of record. We also created new reporting processes to provide daily and weekly activity updates to stakeholders. Daily feedback sessions were held with the Energy Advisors and management to allow for real-time process refinement.</p>
<p>RESULTS OF/RESPONSE TO THE PROGRAM</p>	<p>Many utilities have told us that they stopped disconnects or their collection processes, waived late fees and offered more options for their payment plans. We also suspended disconnects for all customers,</p>

waived late fees, and provided many of the typical payment/billing resources that other utilities offer. However, we didn't want this to be a collections or a bill assistance call. This is unique in that we trained our team members that are used to only taking inbound calls, to start making outbound calls, with the sole purpose of showing our community that we are their Hometown Utility and here to offer help because we care.

This initiative was developed to create proactive engagement opportunities with our Residential and Commercial customers impacted by the pandemic. We understood that most of our customers might have little interaction with their utility company under normal circumstances. This new interaction would allow the customer to receive pertinent information on assistance programs available to them, reducing their efforts to search for it. The success of this program was outstanding, and we plan to continue to refine and improve on this campaign in 2021.

Many participants from various teams molded the initiative through collaboration, coordination, and innovation. From implementation, to developing & executing training, to adding a database and graphical user interface, and creating brand-new processes in customer contact and reporting, leaders at all levels were very involved in sponsoring, supporting, and promoting the program, to ensure its success and provide feedback and recommendations along the way.

Two critical factors for success were passionate employees who wanted to help their customers and community and leadership that supported the program's development.

As of January 31, 2021, we have had a 60% success rate in speaking with customers called as part of the Customer Outreach Resource Effort Campaign. Of those customers we have spoken to, 91% have signed up for a payment arrangement and/or received agency assistance referrals. We have over 60 employees dedicated to this program and have invested over 30,000 hours to this effort since kick off. We expect to continue this program into 2021.

No budget dollars were available for the project, so all costs had to be absorbed and resources had to be shared from the inbound call center and outreach teams. A total of 61 employees were trained and an internal database was developed & maintained by existing resources from the Business Analytics and Workforce Management team. This was accomplished while maintaining call center service levels at 94% in 30 seconds.

Customer Satisfaction scores showed improvement year-over-year and we remain a trusted brand within our community. This is reflected in our results:

- Residential Overall Satisfaction has improved year-over-year from 82.9 to our 2020 result of 83.2.
- Small & Medium Business Overall Satisfaction has significantly improved year-over-year by 1.8 points from 84.9 to 86.7.
- Managed & Key Account Commercial & Industrial Customer Overall Satisfaction landed at 89.7, an improvement of 0.5 points year-over-year.
- Brand indicators (being a good corporate citizen and a being a trusted company) both improved by 1-point year-over-year at 83.
- Customer Sentiment quotes:
- "I expected a call about my past due bill, what I received was an offer of help – I am so glad I answered the phone!"
- "CPS Energy has proven that they are doing everything they can for customers during this pandemic – showing we are in this together."
- "My family has really suffered because of COVID-19 and I didn't know where to turn. I am so grateful for CPS Energy calling to offer help. No one else has done anything like this."
- "I didn't know there was assistance available and that CPS Energy was offering resources that don't even involve the utility bill. I am so grateful that you reached out."
- "This call has lifted a burden off of my shoulders. I didn't know how I would pay this bill and I was afraid it would catch up to me. God bless CPS Energy."
- The employee sentiment & engagement also was a value add to this initiative. The employees are so passionate about making these calls and appreciative that CPS Energy developed and supported this project. We started out with daily check ins with our Chief Customer Engagement Officer, and now hold these check ins monthly.
- Some of the employee statements on the project include:
- "These calls are not always easy, but it is so rewarding to have resources to offer our customers who have been impacted by COVID-19."

	<ul style="list-style-type: none"> • “Reaching out and showing we care during this time has really helped to define People First for me. CPS Energy cares about employees and customers and has made that the focus.” • “My family has been personally affected by COVID-19 and I haven’t been able to contribute like I would like to, but this outreach has made me feel like I am helping others and making a difference.” • “I am proud to work for CPS Energy – a company who cares about the community and created a program to say, ‘We are here – however you need us’.” • • “We are connecting with our customers and community on another level. We are committed to keeping the lights on and we are reaching out to them to make sure they know there are resources out there to help.”
PARTICIPATING EMPLOYEES	51-100
SUPPORTING DOCUMENTS	https://southerngas.org/wp-content/wpdm-assets/2021-SGA-Awards-Program/Community%20Service/CS-4-Doc2-SGA%20Awards%20Application%20Information%20-%20CORE%20BLOG%20-%205122021%20Draft.pdf?_t=1623277763

Nomination CS-5	
SGA MEMBER COMPANY NAME	Duke Energy
SGA MEMBERSHIP TYPE	Distribution SGA Gas Member
SGA MEMBER SINCE	2009
PROGRAM NAME	<i>Fort Bragg Utility Privatization Project</i>
PRIMARY LINK	https://southerngas.org/wp-content/wpdm-assets/2021-SGA-Awards-Program/Community%20Service/CS-5-Doc2.pdf?_t=1623276757
PROGRAM DESCRIPTION	<p>Ft. Bragg is the largest US Military Installation by population, on any given day there are roughly 178,000 people working or serving aboard Ft. Bragg. It is home for some of the elite forces of our US Military to include Delta, Special forces and 82nd Airborne. For the past several years the Major Projects Fort Bragg team has been focused on designing a new privatized regulatory compliant natural gas system to replace the outdated, government installed and regulatory non-compliant natural gas supply infrastructure at Ft. Bragg and Pope Army Airfield military bases. The initial project scope was designed around data provided by the Government showing roughly 30 miles of distribution pipe currently in use. An initial leak survey and on-site investigation determined the system was approximately 140 miles of distribution pipe. This existing pipe (installed by others) had not been installed to code, had subpar repairs, and over 400 leaks at the time. In 2019, after years of negotiation, communication and hard work from the Ft. Bragg team with the government the replacement project was approved. In May 2020, construction began and to-date two (2) large regulator stations, approximately seven (7) miles of distribution mains and 28 services have been installed. This project will be on-going until 2028 with the scope to install approximately 150 miles of distribution mains and services with approximately 2000 new meter sets. It will bring Ft. Bragg up to date with a state-of-the-art modern natural gas distribution system with a GIS data base second to none. Along with these activities the team with many departments across the NGBU have helped to meet all compliance requirements regarding all DFAR/FAR (Defense Federal Acquisition Regulations/Federal Acquisition Regulations) compliance standards along with NIST 800.171. These standards take deep dives into several systems and activities across the business unit including cyber security compliance and GIS requirements.</p>
RESULTS OF/RESPONSE TO THE PROGRAM	<p>The continued dedication and flexibility of the Fort Bragg team over the years has made this project possible. The team consists of Duke Energy Natural Gas Business Unit Major Project personnel Joe Heckman, Kelly Dubs, Ryan Smith, and Charlie Gilman whom all wear many hats to accommodate the client’s needs outside of typical job roles and responsibility to include Utility Privatization Briefs to base personnel, Department of Public Works and Ft. Bragg emergency response support and hosting round table events to train alongside base personnel to respond during natural disasters and immediate threats to base security. The natural gas system at Fort Bragg is part of the mission critical infrastructure used by base personnel to assist in carrying out missions critical to the security of the United States. This team understands the government and base personnel are the highest priority customer and strive not to disrupt the on-going missions at Fort Bragg. This team has exceeded expectations around customer service, communication, response time to mock drills, and emergency response training aboard Fort Bragg to ensure our customer knows Duke Energy/PNG is available to support them at any time. Supporting mock drills can include base wide shutdowns of utility infrastructure to spin up command centers in emergency situations and ensure quick response and support.</p>

	<p>The performance of the Fort Bragg team is measured in multiple ways throughout the year but one of the largest indicators the customer is well taken care of is the Defense Logistics Agency led Contractor Performance Assessment Reporting System (CPARS) which is released once a year. The CPARS report this year was the highest review PNG has received to date with the following feedback received:</p> <p>“PNG’s contract management team continues to be professional, accommodating, and cooperative, and has more than met the challenges presented.”</p> <p>“PNG has built and maintained good working relationships and routinely offers assistance and expertise to Fort Bragg personnel and to other contractors on the base. PNG’s management team has been very patient and extremely helpful”.</p> <p>“PNG’s management has proven its ability to foresee and mitigate potential obstacles and inconveniences. When the COVID-19 pandemic started and strict restrictions on social gatherings were implemented, PNG decided to start construction in a less populated Ft. Bragg area, to satisfy the social-distancing requirements and to keep the workers and Ft. Bragg personnel safe.”</p> <p>This feedback ensures Duke Energy will continue to have opportunities to work on government contracts for many years into the future.</p>
PARTICIPATING EMPLOYEES	0-25
SUPPORTING DOCUMENTS	https://southerngas.org/wp-content/wpdm-assets/2021-SGA-Awards-Program/Community%20Service/CS-5-Doc1.pdf? t=1623276757

Nomination CS-6	
SGA MEMBER COMPANY NAME	ONE Gas
SGA MEMBERSHIP TYPE	Distribution SGA Gas Member
SGA MEMBER SINCE	2014
PROGRAM NAME	<i>Feeding the Front Lines Across Our Footprint</i>
PRIMARY LINK	https://southerngas.org/wp-content/wpdm-assets/2021-SGA-Awards-Program/Community%20Service/CS-6-Doc1-ONE%20Gas%20Feeding%20the%20Front%20Lines.jpg? t=1623276939
PROGRAM DESCRIPTION	<p>To show our appreciation to all our frontline workers during the COVID-19 crisis, ONE Gas initiated a program we called “Feeding the Frontlines”.</p> <p>Working with local restaurants, ONE Gas donated \$12,675.50 toward feeding 1,391 frontline workers. Some of the organizations supported have included:</p> <p>Kansas: Caritas Clinics Health Partnership Clinics (3 safety net clinics) Ottawa Service Center and Ottawa safety net clinics St. Vincent Clinic Topeka Police Department Wyandotte County Sheriff’s Department</p> <p>Oklahoma: 1st Step Male Diversion Broken Arrow Police Department Loaves and Fishes Food Bank NewView Oklahoma Manufacturing Facility Oklahoma Natural Gas Metro Service Centers Oklahoma State Department of Health OSU Medical Center Tulsa Fire Department Tulsa Emergency Management Teams (5 locations) YWCA Crisis Center and Shelter Enid YWCA of Greater OKC (Emergency Shelter for domestic abuse victims and their children)</p> <p>Texas: Central Texas Food Bank Dell Seton Medical Center El Pasoans Fighting Hunger Food Bank Food Bank of the Rio Grande Valley</p>

	Texas Gas Service Contact Center Valley Baptist Medical Center
RESULTS OF/RESPONSE TO THE PROGRAM	ONE Gas was able to provide much appreciated meals to over 1,391 hardworking community heroes working the frontlines during the COVID-19 crisis. Not only are we helping support these deserving workers on the frontline, just like our employees, but we are also supporting our local economy by working with area restaurants who were extremely appreciative for the business.
PARTICIPATING EMPLOYEES	0-25
SUPPORTING DOCUMENTS	https://southerngas.org/wp-content/wpdm-assets/2021-SGA-Awards-Program/Community%20Service/CS-6-Doc2-ONE%20Gas%20Feeding%20the%20Front%20Lines%20.jpg?_t=1623276939
ADDITIONAL COMMENTS	We all have an opportunity to support those individuals working so hard for our safety every day. Feeding the frontlines is just one way to let them know they are noticed, appreciated and our hometown heroes!

Nomination CS-7	
SGA MEMBER COMPANY NAME	Southern Star
SGA MEMBERSHIP TYPE	Transmission SGA Gas Member
SGA MEMBER SINCE	2010
PROGRAM NAME	<i>Southern Star Cares</i>
PRIMARY LINK	https://southerngas.org/wp-content/wpdm-assets/2021-SGA-Awards-Program/Community%20Service/CS-7-Community%20Service%20-%20Southern%20Star%20Cares%20%281%29.pdf?_t=1623277558
PROGRAM DESCRIPTION	The Southern Star Cares program supports local non-profits in the community that were financially impacted by COVID and uses social media to promote their causes and COVID-19 safety for the general public. In 2020, Southern Star team members were encouraged to identify such organizations and support them through supply drives, financial giving, and socially distanced volunteer opportunities. Some needs included struggling at-home students for which we launched a desk building project headed by our Director of Supply Chain Services and partnered with a local school district to provide internet services for economically disadvantaged students to aide in virtual learning. Also, the basic needs of our communities became a focus. Food banks and homeless shelters were sought out to provide support.
RESULTS OF/RESPONSE TO THE PROGRAM	Non-profits benefited and were able to continue supporting their communities through the pandemic with the support of Southern Star and its team members. <ul style="list-style-type: none"> • Southern Star immediately stepped out with food and monetary donations provided to 25 individual food banks and shelters across our system. Supply drives were held to assist shelters with basic healthcare needs also. • Southern Star teams delivered food, flowers and donations to show appreciation to approximately 30 emergency responder groups and non-profit service providers who deserved special recognition through the pandemic. • Scott Walston, Director of Supply Chain Services for Southern Star constructed 32 student desks, and members of the company's IT Department helped paint them; in partnership with Daviess County (Kentucky) Public Schools, Oasis Spouse Abuse Shelter, and Fresh Start for Women, students were provided these desks at which to complete their schoolwork at home. • Sixty-six families in Daviess County, Kentucky received temporary internet service for their children to learn in a virtual environment through financial donations from Southern Star team members and the company; this inspired other local organizations to give and satisfy the needs for all 250 students. • Southern Star used its growing social media platforms and virtual campaigns to heighten awareness of many non-profits and to encourage mask wearing and social distancing in the community during the pandemic; Twitter, LinkedIn, and Facebook were all used to reach as many people as possible. In many cases, we would include a call to action to inspire others to also reach out and support these same efforts.
PARTICIPATING EMPLOYEES	51-100

Nomination CS-8	
SGA MEMBER COMPANY NAME	Southern Star

SGA MEMBERSHIP TYPE	Transmission SGA Gas Member
SGA MEMBER SINCE	2010
PROGRAM NAME	<i>Growing STEM</i>
PRIMARY LINK	https://southerngas.org/wp-content/wpdm-assets/2021-SGA-Awards-Program/Community%20Service/CS-8-Community%20Service%20-%20Growing%20STEM%20%281%29.pdf?_t=1623277657
PROGRAM DESCRIPTION	Southern Star’s “Growing STEM” program aims to support students and school programs with a focus on STEM and robotics education. In 2020, Southern Star team members established relationships with elementary, middle and high schools across our service territory. Southern Star team members volunteered to provide mentorship and served as judges at robotics competitions. After the first quarter, much of the support turned to financial-based due to the change to a largely virtual experience for students and events. Because the robotics competitions change every year, our team members are very impressed by the skills and adaptability of these young minds. STEM students are our future employees, and we want to foster their educational journey to help them be successful.
RESULTS OF/RESPONSE TO THE PROGRAM	Programs grew in our five primary states of operation (Kentucky, Kansas, Missouri, Wyoming, and Oklahoma). In Kansas, specifically, Southern Star now supports 8 separate groups and cities: Caney, Lyons, Ulysses, Colby, Hutchison, Pomona, Hesston, and Ulysses. Some of these towns do not have the tax base to support STEM, so the financial backing of private companies like Southern Star is vital. Many students receive Southern Star-provided team t-shirts to help remind them that the natural gas industry is proud of and supports what they are learning. One specific team, Owensboro Innovation Academy (in Owensboro, Kentucky), advanced to the World VEX Robotics Competition in 2020. As the success of these teams grow, so does the popularity and awareness of these programs to lead more students to a STEM-based field of study.
PARTICIPATING EMPLOYEES	26-50

Nomination CS-9

SGA MEMBER COMPANY NAME	Spire Energy
SGA MEMBERSHIP TYPE	Distribution SGA Gas Member
SGA MEMBER SINCE	2015
PROGRAM NAME	<i>Spire's Day for Good Program</i>
PRIMARY LINK	https://southerngas.org/wp-content/wpdm-assets/2021-SGA-Awards-Program/Community%20Service/CS-9-Doc1-20200812-202A8335.jpg?_t=1623277079
PROGRAM DESCRIPTION	<p>Since 2017, Spire has provided all 3,600 employees across all of our service regions eight hours of paid time off to volunteer in their community with an organization or cause of their choice. This is known as their personal Day for Good. With operations in Alabama, Mississippi, Missouri, Texas and Wyoming, we’re committed to making a difference in the communities we serve.</p> <p>Spire also operates a volunteerism campaign during the summer months, encouraging employees to use their Day for Good by providing pre-arranged volunteer opportunities with community partner organizations across the territories we serve. In 2020, Spire adjusted its volunteer program to ensure support for our communities during the coronavirus pandemic. While the pandemic provided many challenges, the organizing team laid out and implemented a clearly defined plan of action to meet its goals.</p>
RESULTS OF/RESPONSE TO THE PROGRAM	<p>Due to coronavirus restrictions throughout 2020, many organizations did not offer volunteer opportunities, or the opportunities that were offered were limited to smaller groups to accommodate social distancing requirements. This made it challenging for many employees to find volunteer opportunities. To account for this, Spire placed an emphasis on identifying both virtual and safe in-person volunteer opportunities.</p> <p>The impact Activities varied from small groups participating in home-building events with Habitat for Humanity to individuals making cards at home for seniors in hospice care. Despite the challenges, year-over-year participation was nearly on par with previous years: 991 Spire employees completed 5,005 hours of volunteer service with 280 different organizations. This includes nearly 900 volunteer hours logged by senior leaders (approximately 100 directors, vice presidents and officers).</p>
PARTICIPATING EMPLOYEES	501+

SUPPORTING DOCUMENTS	https://southerngas.org/wp-content/wpdm-assets/2021-SGA-Awards-Program/Community%20Service/CS-9-Doc2-4C5A4048.jpg? t=1623277079
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Nomination CS-10	
SGA MEMBER COMPANY NAME	Spire Energy
SGA MEMBERSHIP TYPE	Distribution SGA Gas Member
SGA MEMBER SINCE	2015
PROGRAM NAME	<i>Fresh Perspectives Customer Engagement Program</i>
PRIMARY LINK	https://southerngas.org/wp-content/wpdm-assets/2021-SGA-Awards-Program/Community%20Service/CS-10-Fresh%20Perspective%20SGA%20Award%20Submission%20May%202021.pdf? t=1623277963
PROGRAM DESCRIPTION	<p>The Fresh Perspectives Customer Engagement Program is a new, research-based way to engage with customers to more fully understand their wants and needs – and in the process to affect changes to our outreach and service offerings that are meaningful to customers. From our first session, we were able to create new services and refine others.</p> <p>Because we undertook this important work, we've taken action based on customer feedback and data. The Listening Labs are a community outreach component of the program that allow customers to engage with us more deeply one on one. Staffed by Spire team members, customers can learn more about services and programs and also receive personalized consultation while in the lab. Feedback from our overall Fresh Perspective program has helped us understand customer interest and support for renewable natural gas, new assistance programs, online offerings and more.</p>
RESULTS OF/RESPONSE TO THE PROGRAM	<p>Response to the Fresh Perspective Program has been incredible. (See attached pdf deck for list of top customer interests and the actions we have taken based on what we learned during customer engagement.)</p> <p>Because of the feedback we received from our customers during the program, we've enacted and proposed meaningful changes for our customers. The program has been so successful, that our plan is to use this model to engage with customers throughout all our service regions in the future.</p>
PARTICIPATING EMPLOYEES	51-100

Nomination CS-11	
SGA MEMBER COMPANY NAME	Spire Energy
SGA MEMBERSHIP TYPE	Distribution SGA Gas Member
SGA MEMBER SINCE	2015
PROGRAM NAME	<i>Virtual Assistance Outreach Program</i>
PRIMARY LINK	https://southerngas.org/wp-content/wpdm-assets/2021-SGA-Awards-Program/Community%20Service/CS-11-Doc1-LIHEAP%20webinar%20tease%20call%20to%20action.PNG? t=1623278101
PROGRAM DESCRIPTION	<p>LIHEAP, ERAP and Assistance Outreach Webinars and Tutorials</p> <p>Reaching vulnerable customers can be difficult, even under the best of circumstances. But when the coronavirus pandemic brought unprecedented challenges – the need to serve customers remained – and the need to serve them differently grew.</p> <p>Thanks to creative thinking from our Community Services team, we developed a series of LIHEAP and assistance webinars.</p> <p>With partnerships with community action agencies, as well as other utility partners throughout our regions, these virtual and on-demand informational sessions were designed to inform, dispel misconceptions and get people the help they needed, when they needed it most.</p> <p>Distribution: Both live and on-demand on our website. We also use web tutorials to help demystify the energy assistance application process. In fact, we recently created a tutorial to show applicants how</p>

	<p>to download copies of their past-due bills in order to submit these with their Alabama ERAP applications.</p> <p>Additionally, new web content and accompanying promotional campaign materials were created to increase awareness of available assistance.</p> <p>And in late April, we added Facebook live events to provide additional outreach.</p>
RESULTS OF/RESPONSE TO THE PROGRAM	<p>Response from our agency partners has been tremendous. And, if copying the supreme form of flattery, we're happy to share that our electric company partners contacted us for more information and created some of their own, similar resources.</p> <p>To gauge customer-participant response, we initiated a post-event survey to track effectiveness and participants have indicated that the resources are valuable.</p>
PARTICIPATING EMPLOYEES	0-25
SUPPORTING DOCUMENTS	https://southerngas.org/wp-content/wpdm-assets/2021-SGA-Awards-Program/Community%20Service/CS-11-Doc2-LIHEAP%20webinar%20community%20event%20calendar.PNG?_t=1623278101

Nomination CS-12	
SGA MEMBER COMPANY NAME	Summit Utilities
SGA MEMBERSHIP TYPE	Distribution SGA Gas Member
SGA MEMBER SINCE	2009
PROGRAM NAME	<i>Summit Utilities / Arkansas Oklahoma Gas Corp Ensures Students Stay Connected Amid School Shut Down During Pandemic</i>
PRIMARY LINK	https://southerngas.org/wp-content/wpdm-assets/2021-SGA-Awards-Program/Community%20Service/CS-12-Doc-1-RDWifi%20Hotspot%20donations.jpeg?_t=1623276372
PROGRAM DESCRIPTION	<p>Mid-March 2020, the world as we know it, scrambled amid shutdown during a worldwide health pandemic. Upon receiving notification that service area schools would immediately adjust to online instruction, Summit Utilities parent company to Arkansas Oklahoma Gas (AOG) learned educators feared that many students did not have the ability to connect from home to receive instruction or complete online homework. Always eager to problem solve, the AOG Information Technology Team swiftly responded by refurbishing legacy Verizon Jetpack hotspot devices. AOG was able to refurbish a total of forty-two Wi-Fi hotspot devices that were used by students from several schools in our service area, giving them the ability to access the internet on a smartphone, tablet, laptop, or Chromebook. AOG agreed to support data on these devices allowing for students to complete coursework through the close of the 2020 school year.</p>
RESULTS OF/RESPONSE TO THE PROGRAM	<p>And use data, these students did! Overall AOG is proud to have provided over 2.5 TB+ of data at the cost of \$5,000 to support these forty-two hotspot devices. Additionally, our IT staff contributed 50 hours of labor to refurbish these legacy devices. All said and done, we are beyond happy to become part of the solution that of keeping these young people connected to their studies!</p>
PARTICIPATING EMPLOYEES	26-50

Nomination CS-13	
SGA MEMBER COMPANY NAME	Virginia Natural Gas
SGA MEMBERSHIP TYPE	Distribution SGA Gas Member (Southern Company Gas)
SGA MEMBER SINCE	2010
PROGRAM NAME	<i>Virginia Natural Gas Continues to Serve the Community with Drive-Through Collections During the Covid-19 Pandemic</i>
PRIMARY LINK	https://southerngas.org/wp-content/wpdm-assets/2021-SGA-Awards-Program/Community%20Service/CS-13-Doc1-IMG_1317.JPG?_t=1623277302
PROGRAM DESCRIPTION	<p>COVID-19 dominated daily life in 2020 for everyone across Hampton Roads and the country. With social distancing and self-quarantining in full effect, our daily routines were altered, and our sense of normalcy disrupted. But in times of uncertainty, Virginia Natural Gas (VNG) leaned on the strengths</p>

of our employees and the certainty of what we do know: safety, serving our customers and the importance of giving back to the community.

Throughout the COVID-19 pandemic, our customers have remained at the center of everything we do. We knew it was a difficult time, as COVID-19 dramatically affected the source of income for many. VNG worked with nonprofit and service organizations across our service territory to help lessen the health, community and economic impacts of the pandemic. To help curb the escalation of food insecurities in the community, VNG team members, including senior leadership, participated in several safe, socially distanced drive-thru food drives to benefit the Foodbank of Southeastern Virginia and the Eastern Shore, as well as the Virginia Peninsula Foodbank.

Our first drive-thru food drive occurred in May 2020 and was held at two of VNG's service centers. Throughout the three-hour event, cars lined the driveways as parking lots filled with donations of non-perishable food items. To encourage social distancing and safety, donors were instructed to remain in their vehicles and have their donated items in the trunk. Our employee volunteers wore face coverings and latex gloves. When cars stopped, VNG volunteers gathered the donations from each vehicle in an efficient and safe drive-thru process.

Through the generosity of our community members, customers and our employees, Virginia Natural Gas was able to load trucks from each foodbank with much-needed food items to help combat hunger across Hampton Roads – all while safely socially distanced. In total, the drive-thru food drives collected enough for 6,022 meals for those in need during the COVID-19 pandemic.

After the success of this event, Virginia Natural Gas was able to replicate this socially-distanced model for other volunteer events throughout the year to further impact our community needs across Hampton Roads.

During the summer months, Virginia Natural Gas partnered with Virginia Beach Parks & Recreation, along with Sinclair Communications and the West Ghent Civic League for neighborhood drive-thru food drives in Virginia Beach and Norfolk. In a parade-like fashion, and to adhere to social-distancing guidelines, volunteers picked up donations from neighbors' driveways or designated drop-off areas, all while music played in from partner radio station trucks. To show our appreciation to residents for their donations, VNG rented an ice cream truck and followed behind the food collection vehicles to distribute frozen treats to neighborhood children and adults alike.

As the new school year approached in the fall, it was determined that most students would have a virtual, at-home year. VNG partnered with the Salvation Army of Hampton Roads for the 2020 "Write Stuff" school supplies campaign, to ensure local school children in need had the necessary supplies to attend school, whether in the classroom or online.

For a third time, VNG once again used the successful drive-thru model from previous food drives for the safety of volunteers and community members and had employees gather the donations from vehicles. Through the efforts of VNG and its partners, including 25 packed backpacks donated by a local VNG contractor, the Salvation Army was able to help more than 500 families and send over 1,300 local school children a backpack filled with the supplies they needed to be successful.

To spread the holiday spirit during a year when it was much needed, VNG partnered with local nonprofits to ensure children throughout the community had a new toy to call their own, as well as health and hygiene products.

As the end of the year approached, VNG team members came together for a fourth and final time to help make spirits bright with a safe and festive holiday drive-thru event. Employees demonstrated their "Energy to Give" by filling donation bins with more than 200 new toys for Toys for Tots and more than 350 toiletry items for the Children's Health Investment Program (CHIP) of South Hampton Roads.

As COVID-19 impacted our communities throughout 2020, Virginia Natural Gas was committed to making a difference in the communities where we have the privilege to work and to serve. We are honored to be one of Virginia's oldest corporations and proud of the fact that VNG and our employees gave of themselves, time and energy to support our communities while they faced the economic health impacts during 2020. We are truly honored to serve our friends and community members of Hampton Roads.

RESULTS OF/RESPONSE TO THE PROGRAM	<ul style="list-style-type: none"> VNG conducted five drive-thru food drives, collecting 5,416 pounds of food to provide 9,922 meals for those in need, along with cash donations of \$1,141. Team members volunteered nearly 200 hours. 200 toys collected for Toys for Tots. 36 volunteer hours. 356 toiletries collected for the Children’s Health Investment Program (CHIP) of South Hampton Roads. 36 volunteer hours. 25 packed backpacks donated and two full barrels of school supplies for the Salvation Army “Write Stuff” back to school campaign. 24 volunteer hours.
PARTICIPATING EMPLOYEES	51-100
SUPPORTING DOCUMENTS	https://southerngas.org/wp-content/wpdm-assets/2021-SGA-Awards-Program/Community%20Service/CS-13-Doc2-school%20drive%201.jpg?_t=1623277302
ADDITIONAL SUPPORTING LINKS AND MATERIALS	Please see the attached Facebook links to additional photos from the events: https://www.facebook.com/VirginiaNaturalGasCo/posts/3369353056417901 https://www.facebook.com/VirginiaNaturalGasCo/posts/3412394752113731 https://www.facebook.com/VirginiaNaturalGasCo/posts/3532232440129961 https://www.facebook.com/VirginiaNaturalGasCo/posts/3634949553191582 https://www.facebook.com/VirginiaNaturalGasCo/posts/3947431781943356 https://www.facebook.com/VirginiaNaturalGasCo/posts/3979402032079664

Nomination CS-14	
SGA MEMBER COMPANY NAME	Xcel Energy
SGA MEMBERSHIP TYPE	Distribution SGA Gas Member
SGA MEMBER SINCE	2010
PROGRAM NAME	<i>Xcel Energy COVID-19 Response & 2020 Community Giving</i>
PRIMARY LINK	https://southerngas.org/wp-content/wpdm-assets/2021-SGA-Awards-Program/Community%20Service/CS-14-Doc1-2020_Corporate_Volunteer_Giving_Infographic.pdf?_t=1623277179
PROGRAM DESCRIPTION	<p>The challenges 2020 presented not only disrupted our day-to-day lives but they also disrupted how we work and do business. The COVID-19 pandemic impacted corporate community giving programs, like Xcel Energy’s. However, the pandemic also shined a bright light on community and nonprofit organizations’ needs across the eight states Xcel Energy serves. While philanthropy has always been core to our business, we knew that in 2020 we could not take the foot off the gas. Three important components of our COVID response and ongoing commitment to our communities included a \$2:\$1 COVID-19 matching gifts campaign, a reimagined companywide Day of Service, and an inspiring employee giving campaign.</p> <p>Matching Gifts Campaign: In April 2020, as employees witnessed mile-long food bank lines, community members losing their jobs, and other devastation, there was an immediate desire to act. Xcel Energy quickly mobilized its resources, communications and tools to launch a \$300,000 matching gift campaign. The company gave employees the opportunity to give to any 501c3 nonprofit organization, which the Xcel Energy Foundation matched two for one to immediately meet emerging community needs. In just 10 days, our workforce leveraged the full match.</p> <p>Day of Service: For more than 10 years, thousands of Xcel Energy employees, family and friends, along with retirees and customers, volunteer for the annual Day of Service. What began as an effort honor and celebrate service men and women following September 11th has grown into a companywide tradition. With nonprofits struggling to keep up with the services demand due to the lack of volunteers, we knew we could not cancel the event. We reimagined Day of Service to ensure we could effectively and safely serve nonprofits. This year's Day of Service included three components: take-home kits, such as packing hygiene kits, making baby blankets or food packs; a BINGO card encouraging community members to complete acts of service and gratitude; and in-person projects over 10 days with 10 people or fewer.</p> <p>Employee Giving Campaign: For more than 75 years, Xcel Energy has run an employee giving campaign in partnership with local United Ways across our service area. An engagement that typically depends on in-person events, meetings and rallies, had to be reimagined to accommodate company safety guidelines while still building community, philanthropy and inspiration amongst our employees. Despite the obstacles and the early generosity our employees showed earlier in the year with the \$2:\$1 matching gifts campaign, they once again stepped up. . The campaign, which was the most successful one in more than five years, included virtual coffee chats highlighting relevant community</p>

	<p>issues, virtual volunteer projects, food truck rallies, safe and socially distant golf tournaments, and educational and inspirational talks with Xcel Energy leaders.</p>
RESULTS OF/RESPONSE TO THE PROGRAM	<p>The results from these initiatives, combined with all our regular philanthropic activities, was remarkable. Companywide, through Foundation focus area grants, COVID-19 response dollars, our employee giving campaign, matching gifts and more, Xcel Energy contributed \$14.7 million to communities across our service territory. Despite suspending the use of Volunteer Paid Time Off due to safety restrictions throughout the year, employees still contributed nearly 59,000 hours of volunteer time for a total impact of \$1.6 million.</p> <p>The programs listed above had the following community impact:</p> <p>\$2:\$1 Matching Gifts Campaign: In 10 days employees contributed \$153,621 to 360 nonprofit organizations. Combined with the company match the campaign made an impact of more than \$450,000.</p> <p>Day of Service: The 2020 Day of Service welcomed 4,200 volunteers, including Xcel Energy employees, family and friends who volunteered nearly 10,000 collective hours over the course of 10 days. Volunteers supported 90 nonprofit organizations through in-person activities and remote projects. From assembling hygiene kits and making blankets to packing meals and revitalizing nature trails, volunteers had a variety of projects to choose from, many of which were family friendly. The take-home projects provided more than 15,000 essential items, such as packed meals, baby blankets, and hygiene kits, to nonprofits.</p> <p>Employee Giving Campaign - The employee giving campaign raised (employee giving and match) \$4.8 million for our communities. More than 35% of Xcel Energy employees participated in the campaign, benefitting more than 300 nonprofit organizations across the eight states we serve. Employees contributed \$2.5 million, which was leveraged with a \$2.3 million company match to more than 50 United Ways to address the areas of greatest need.</p>
PARTICIPATING EMPLOYEES	501+
SUPPORTING DOCUMENTS	<p>https://southerngas.org/wp-content/wpdm-assets/2021-SGA-Awards-Program/Community%20Service/CS-14-Doc2-20-07-437_COVID_MatchingGifts_Graphic_PO4.pdf?t=1623277179</p>
ADDITIONAL SUPPORTING LINKS AND MATERIALS	<p>https://www.youtube.com/watch?v=6EGSvCZMi5Q - Xcel Energy Day of Service Upper Midwest</p> <p>https://www.youtube.com/watch?v=Zflwcv-4p6Y&t=26s - Xcel Energy Day of Service Colorado</p> <p>https://www.youtube.com/watch?v=C7OYHhvgelM&feature=youtu.be - Xcel Energy United Way Campaign Video</p>