

Community Service Award

This award recognizes SGA member companies that 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 – 15 Nominees		
Company Name	Program Name	ID Number
Spire	Saint Louis Public Schools mentoring program and resource market	CS-1
Spire	Murphy High School Farm-to-Table Program in Mobile, Alabama	CS-2
Summit Utilities, Inc.	Summit Heating Assistance Fund	CS-3
Southern Star Central Gas Pipeline	Southern Star’s advanced community engagement programs	CS-4

Community Service Award Submissions – 15 Nominees		
Company Name	Program Name	ID Number
Southern Company Gas	Amplifying Efforts to Help Our Income-Eligible Customers Pay Their Natural Gas Bill	CS-5
Atmos Energy	Fueling Safe and Thriving Communities: Honoring Our Heroes	CS-6
Atmos Energy	Fueling Safe and Thriving Communities: Helping Our Communities Stay Warm	CS-7
Williams Companies	Williams Volunteer Week	CS-8
Milhouse Engineering and Construction	Milhouse Charities	CS-9
Kansas Gas Service, a division of ONE Gas	Kansas Gas Service Provides Safety and Warmth to People with Differing Abilities	CS-10
Enstor Gas, LLC.	Sleep in Heavenly Peace Day of Service	CS-11
Southern Company Gas	KMI- Keep Me Informed	CS-12
INNIO Waukesha Gas Engines Inc.	Waukesha Engine Supports the City of Waukesha	CS-13
Miller Pipeline	Giving Back to Our Communities	CS-14
Atlanta Gas Light and Chattanooga Gas	Energy to Give and Energy to Serve Campaigns	CS-15

Nomination CS-1	
SGA Member Company Name	Spire
Program Name	<i>Saint Louis Public Schools mentoring program and resource market</i>
Program Description	The importance of nutrition Numerous studies have shown that nutritious food for learners is essential for good student health -- and educational outcomes. That's exactly why the USDA Food and Nutrition Service is dedicated to managing more than 10 nutrition-assistance

	<p>programs throughout the United States, including the National School Lunch Program and the School Breakfast Program – both of which serve millions of meals to students in underserved areas.</p> <p>But food insecurity and hunger don't end when the school day does. Amid inflationary pressures, nutritious food resources are now even more important for families struggling to make ends meet.</p> <p>Stepping up to fill some gaps Public School Review, a national public school analysis organization, shows that the Saint Louis Public Schools ranks among the lowest in the state of Missouri in terms of the district's math and English proficiency test scores. And overall, the Saint Louis Public Schools ranks 532 out of 557 districts in the state, according to Public School Review. And the City of St. Louis also has one of the highest crime rates in the country. For many reasons, the school district has been looking at ways to improve the community as well as the performance of students, and it often starts at home.</p> <p>That's why Spire has been teaming with the district on programs to provide food, toiletries and other supplies to families, and mentoring services to young men who may not have positive male role models who are active in their lives.</p> <p>First, to support the more than 30% of students facing housing insecurities at Patrick Henry Elementary School, Spire recently opened an in-school resource market that offers fresh and non-perishable foods, clothing, hygiene supplies and toiletry items at no cost to students and their families.</p> <p>Next, the company started a mentoring program for students at Sigel Elementary School. The Spire Men's Program, a name for the initiative selected by its middle school participants, pairs Spire employees with male students who face barriers to their success. A similar program will start at a second school later this year.</p>
<p>Results of/Response to the Program</p>	<p>The Sigel elementary principal sees the mentoring program as producing positive skills the students can carry well into the future. One focus is to help participants in the program begin to envision their future and create a path to achieve it. "Being a professional athlete is a phenomenal dream – but it doesn't always happen for everyone who dreams of that. What I hope for these young men is to be able to see that there are other paths for them to be successful and productive if that initial dream doesn't work out. I was lucky because I had a positive role model</p>

	<p>in my dad who talked to me about the future – and about what I wanted for my life. I want these boys to have a plan B in case they need it – and, most importantly, to see beyond their current situation. I want them to see that if they stay in school, focus and work hard toward something, they can have a car, a house, a happy life and a future, if that’s what they want. And we’re here to serve as an example of that for them,” says Rex Thompson, who was key in establishing the Men’s Program. With the success of the program, Spire will be adding a second school later this year.</p> <p>The market at Patrick Henry has already made a big impact. According to the school’s principal, “Since 30% of our families do not have a stable place to call home, the Spire Resource Market meets a need for our families in crisis by providing access to vital items we cannot normally provide as a school.”</p>
<p>Contribution to “Connecting People, Ideas & Information”</p>	<p>Through the mentoring program, employees each meet with two students twice a month for an hour. During that time, they discuss topics ranging from class work to life goals to conflict resolution.</p> <p>“As a company, when we see a need in our communities, we act,” said Rex Thompson, Spire employee engagement specialist, who coordinates the Spire Men’s Program and serves as a mentor. “The best way to help advance communities is through children, so we were happy to volunteer. So far, it’s been going really well.”</p> <p>Cedric Young, Spire field supervisor, said his goal as a mentor is to have a real impact. “Through this mentorship program, I want to put smiles on these guys’ faces and give them something to look forward to. If I can just reach one child, I think I’ll be greatly satisfied.”</p> <p>The resource market is another example of Spire’s partnership with the district. While the natural gas utility has previously hosted backpack giveaways and recently launched a mentoring program for young students, Spire was asked about the possibility of doing more to support the daily challenges many schools face to meet basic needs.</p> <p>Spire brought several organizations together to make the resource market successful and sustainable. The Diamond Diva Empowerment Foundation donates the hygiene and toiletry products. The Korey Johnson Foundation and the Kris Howard Group provide food, clothing and other items.</p>

	<p>“Spire has a genuine interest in advancing the communities we serve,” Rex said. “And no member of our community should have to worry about where their next meal is going to come from, or how they are going to access hygiene products or clean clothes—especially children. We are excited to roll up our sleeves and partner with several amazing organizations to support the needs of the families at Patrick Henry.”</p>
Supporting Documents	Click to view.
SGA Membership Category	Associate Member

Nomination CS-2	
SGA Member Company Name	Spire
Program Name	<i>Murphy High School Farm-to-Table Program in Mobile, Alabama</i>
Program Description	<p>For years, Murphy High School's science, math and culinary teachers had envisioned a farm-to-table "teaching farm" program, where students could learn how to grow and cook healthy foods. However, it wasn't until Spire reached out to Murphy in 2021 as a part of the company's Connected Through Cooking community initiative that the necessary funding was provided to establish the teaching farm and supporting curriculum. This initiative focuses on helping provide access to and education about healthy, sustainable foods. And working toward eliminating food deserts in underserved areas of Mobile, Al by providing students and the community with tools for self-sustainable, small footprint farming.</p> <p>The Murphy Farm-to-Table program connects food, farming and the culinary arts and provides students and the surrounding community the tools necessary for successful small-impact farming and supports healthy eating and cooking.</p> <p>Located on the 28-acre Murphy High School campus (within Alabama's largest public school system, Mobile County Public Schools), it's the first farm-to-table program and farm focused on teaching area students in the region. The farm-to-table program was officially dedicated in August 2022, just in time for the new school year and expanded science curriculum.</p> <p>In addition to planting, weeding and harvesting produce in the</p>

	<p>gardens, students research plants to identify preferred selections, use engineering and math skills to design beds and layout gardens, and develop recipes for cooking healthy meals using produce grown on the farm.</p> <p>“Providing access to and education about healthy foods that can be grown locally is part of Spire’s commitment to the communities we serve,” said Joe Hampton, Spire Alabama, Gulf Coast and Mississippi President. “We are here to support the Murphy teachers and staff who worked to create the program, the students who will learn from it, and the community who will share in its benefits. Through this farm and program, we’re proud to play a part in cultivating a future filled with healthy eating for the Mobile community.”</p> <p>Watch media coverage from the launch and ceremonial planting for the Murphy Farm-to-Table program.</p>
<p>Results of/Response to the Program</p>	<p>The Murphy Farm-to-Table program is thriving and growing. By the end of its first full year – the 2022-2023 school year – the successful program has resulted in:</p> <ul style="list-style-type: none"> - Expanded growing areas with a variety of fruits and vegetables - New science-based learning opportunities - Connection with younger learners - Exposure of students to careers in the engineering, science and culinary arts - Access to fresh, healthy foods for students and the community <p>Expanded vegetable, produce and growing area The farm’s footprint and fresh, healthy foods is continuing to grow. By the end of the 2022-2023 school year, Murphy staff and students have:</p> <ul style="list-style-type: none"> • Built and prepared 31 raised beds • Planted a blueberry grove with 20 bushes • Built an 800-sq. ft. greenhouse • Planted six fruit trees planted (persimmon, loquat, fig, orange and grapefruit) with ten more planned • Created an outdoor teaching area with ten student benches • Added two organic liquid fertilizer totes with solar powered pumps • Constructed a metal shed -- built by students -- for tools and supplies <p>New science-based curriculum</p>

	<p>With the start of the 2022-2023 school year, a new science-based curriculum was added to Murphy High’s educational offerings. The new course focuses on hands-on learning in the garden.</p> <p>Hands-on learning for younger students Fostering outreach to younger learners in the Mobile County Public School District was at the cornerstone of Spire’s commitment to the program’s establishment. Spire’s support enabled Murphy to extend the program’s reach to younger learners and provide resources and tools for self-sustainable farming, one step toward eliminating food deserts and improving nutritional security for the community. Elementary school students from the Council Traditional School and middle school students from Phillips Preparatory School will participate in hands-on learning at the farm.</p> <p>Growing Talent With a focus on science, math and culinary arts curriculum, the farm-to-table program offers students immersive experiences and exposure to future careers. “To have a science program like this that is going to lead students not only into engineering and other great science professions but also provide them with the opportunity to learn about agriculture and take food from the earth to their table is tremendously important,” Hampton said. “We were very excited to partner with Murphy High School and the Mobile County School System on this endeavor.”</p> <p>Healthy foods for school families and the Mobile community Students and families at Murphy High School now have access to the bounty of fresh produce grown at the Farm-to-Table farms throughout the growing season. Students can take the harvested fruits and vegetables that they need home – at no cost -- to provide nourishment to themselves and their families.</p> <p>This summer, the Mobile community will be able to share in the bounty of fresh produce grown through the Murphy Farm-to-Table program. A “share station” will be placed at the front of Murphy High School filled with fruits and vegetables grown on the farm. That means residents will have access to free, healthy foods.</p>
<p>Contribution to “Connecting People, Ideas & Information”</p>	<p>As a part of Spire’s Feeding Communities initiative, Murphy focuses on the idea that we are all connected – and food, cooking and education have the abilities to bring people closer together.</p> <p>Spire provided funding to help establish the Farm-to-Table</p>

	<p>program and supporting curriculum.</p> <p>In addition to financial support, Spire connected Murphy High representatives with school and community gardening experts at Jones Valley Teaching Farms in Birmingham, Alabama to help guide their plans and assist with curriculum development. Jones Valley offers food-based education and strengthens the local food system in Birmingham, Alabama by increasing food access, providing agricultural skills-based training, and sharing resources with urban growers and community gardens.</p> <p>And Spire volunteers helped prepare the farm for the start of the 2022-2023 school year by building ten seed growing tables, two planting tables, mowing and trimming grass, and assembling gardening equipment. “Through our Spire Serves program, we invest our time and resources in the organizations that enrich the lives of those we serve,” said Justin Lopinot, director of employee communication and community impact. “Every employee receives eight hours of paid time off each year to support the organizations that they care about. We call that our Day for Good. And with Murphy High School, we are giving back in a big way, supporting a hands-on learning space for students that will hopefully lead to healthy eating and cooking.” Another Spire volunteer workday is currently being planned.</p>
Supporting Documents	Click to view.
SGA Membership Category	Associate Member

Nomination CS-3	
SGA Member Company Name	Summit Utilities, Inc.
Program Name	<i>Summit Heating Assistance Fund</i>
Program Description	<p>On November 1, 2022, Summit Utilities created the Summit Heating Assistance Fund for customers in Arkansas, Oklahoma, and the Texarkana, Texas area, to provide financial assistance to customers who are struggling to pay their heating bills. Contributions for the fund come from Summit Utilities and customers who generously opt-in to donate to the fund on their monthly bill. The amount of funding available to each customer is \$200 to pay past due natural gas bills during the heating season, November 1 – March 31.</p>

	<p>The Summit Heating Assistance Fund is administered by the Heart of Arkansas United Way and their partner organizations. The United Way utilizes the ALICE Criteria to determine if a customer qualifies for heating assistance. ALICE stands for Asset Limited, Income Constrained, Employed. These income requirements take into consideration earnings and monthly budget in an attempt to expand qualification for assistance to those who are above the poverty line and may not qualify for other assistance programs like LIHEAP, but are still struggling to make ends meet and pay their monthly bills.</p> <p>In order to receive funding, the Heart of Arkansas United Way (HAUW) requires:</p> <ul style="list-style-type: none"> • Proof the applicant is a Summit customer in Arkansas, Oklahoma, or the Texarkana, Texas area. This is obtained by providing the 12-digit account number located in the top corner of their Summit billing statement. • A copy of a past due bill. <p>The Summit Heating Assistance fund cannot assist with the following:</p> <ul style="list-style-type: none"> • Making payments toward accounts that were or are inactive, or any account closed over 30 days. • Provide payment assistance toward deposits, connect fees, etc. <p>In addition, the person who is applying for heating assistance must be the same as the customer of record on the account.</p>
<p>Results of/Response to the Program</p>	<p>The program results were astonishing. The first winter the program provided a total of 405 Summit customers in Arkansas and Oklahoma \$88,000 in heating assistance.</p>
<p>Contribution to “Connecting People, Ideas & Information”</p>	<p>This neighbor helping neighbor program allow the company and its customers to provide relief to those struggling to pay their bills. By creating a partnership between customers, Summit, the United Way and their partner organizations, the Summit Fuel Fund was able to demonstrate how everyone can work together to strengthen communities and support each other.</p>
<p>SGA Membership Category</p>	<p>Distribution</p>

<p>Nomination CS-4</p>	
<p>SGA Member Company Name</p>	<p>Southern Star Central Gas Pipeline</p>

<p>Program Name</p>	<p><i>Southern Star's advanced community engagement programs</i></p>
<p>Program Description</p>	<p>Giving back to our communities is one of the most important parts of what we do at Southern Star. For us, it's about more than just hours on a spreadsheet or dollars on a check, although both of those figures do certainly play a role in making an impact in the communities where we live and work. Across a half-dozen states, regardless of the time of day or time of year, Southern Star's team members put thought and effort into their volunteering. What's more, they're happy to do it.</p>
<p>Results of/Response to the Program</p>	<p>For the Southern Star team, volunteerism and outreach are interwoven into our daily activities. For instance, while we did have a great concentration of volunteer efforts in honor of Veterans Day in 2022, that accounted for only a small percentage of our total outreach throughout the year. It's the outreach day in and day out, no matter what time of the year, that goes to show what a priority it is to be a force for good in our communities. Even though it's not all about the numbers, they do help to give some context to what we've done, and what we continue to do.</p> <p>For example, the average team member completed 12.6 hours of outreach in 2022. Extrapolating that figure across our workforce shows 7,694 hours of outreach across a half-dozen states, equivalent to more than 320 days of volunteerism across our footprint. This effort spread to 425 unique non-profit organizations.</p> <p>Our team is also ready and willing to lend financial support. Southern Star's match program offers to match team member contributions up to \$1,000 when giving to qualified nonprofits of their choosing. Under this program, team members personally donated nearly \$24,000 and, when coupled with the match program, their contributions totaled almost \$48,000. When looking at corporately given and matched contributions, Southern Star donated more than \$215,776 to our communities. Nearly half of the budgeted corporate giving was dedicated to non-profits with a focus on inclusion and diversity.</p> <p>These are certainly impressive numbers for a company of our size, but it's the stories behind those numbers that matter the most. The money donated last year made a real difference for 129 non-profits throughout our footprint. And while our entire team absolutely spent many hours in the year's assorted outreach events, it's about what they accomplished, not how long they spent doing it.</p>

<p>Contribution to “Connecting People, Ideas & Information”</p>	<p>Southern Star is involved with a wide variety of non-profit groups. While there are a few exceptions for which volunteer hours can count (religious institutions, political groups and sports teams), we do put an emphasis on groups that promote diversity, equity, and inclusion.</p> <p>Consider when our Joplin, Missouri area team members spent days paying it forward for Sheldon, Missouri’s Lodge of Hope. This non-profit offers disabled veterans and their families outdoor recreational therapy. Staci Swartz, Project Analysts Leader, described our team’s involvement as “a blessed day full of hard work and great fellowship” as they worked to install signs and flagpoles, do landscaping and groundskeeping work, and stain decks.</p> <p>A few months later, our Wichita, Kansas area team brought a combination of education and fun to the Girls Rock Science Camp hosted by Wichita State University. For us, it’s important not just to volunteer, but to be present in a variety of diverse areas. In this case, our dedication to STEM education was highlighted, but that’s only one of the causes we hold dear.</p> <p>Another example of our support of youth in general was shown in our donation towards the Summer of Fun, hosted by Owensboro, Kentucky’s H.L. Neblett Community Center. While the Neblett Center offers programs and services for people of all ages, Summer of Fun is a chance for children to simply be children during their special time of year. Southern Star is just as proud to help in the not-so-serious pursuits as we are the serious ones.</p> <p>These vignettes are just a sample of the many ways Southern Star gives back to the communities we call home.</p>
<p>Supporting Documents</p>	<p>Click to view.</p>
<p>SGA Membership Category</p>	<p>Transmission</p>

Nomination CS-5	
SGA Member Company Name	Southern Company Gas
Program Name	<i>Amplifying Efforts to Help Our Income-Eligible Customers Pay Their Natural Gas Bill</i>
Program Description	<p>Our available bill payment assistance programs continue to be a lifeline for customers in need of financial assistance with their natural gas bills.</p> <p>We aren't just a natural gas company, we're also neighbors within the communities we serve, and our priority is to our customers. We understand that family budgets are affected by multiple factors that make it difficult to cover household bills and basic needs – and we are here to help. We have a team dedicated to connecting income-eligible customers to federal, state, local and even company-sponsored bill payment assistance program grants, and basic needs support in all four of our state markets.</p> <p>Because we care about our customers' financial wellbeing, we've intentionally continued to help ensure that eligible customers benefit from bill payment assistance programs external to our company and new or modify company-sponsored programs year over year to meet our them where they are.</p> <p>It's our corporate responsibility to serve and give back to our communities which fuels our efforts to help our communities become stronger and our families thrive when they need it most.</p>
Results of/Response to the Program	<p>Leveraging community partnerships has been so key to our ability to get our customers the assistance they need with paying their natural gas bills through federal, state, local and company-sponsored programs. It's because of these partnerships with agencies who essentially administer available programs, including on our behalf, that we were able to provide 212,000 in grants totaling \$63 million to help our Chattanooga Gas, Nicor Gas and Virginia Natural Gas income-eligible customers in 2022 pay their natural gas bills.</p> <p>In our Georgia market, we were able to provide approximately 1,400 natural gas customers with \$340,000 in bill payment assistance grants in 2022 through donations from Atlanta Gas Light's "Energy to Give" campaign to local agency partners.</p> <p>On top of our company efforts in 2022, we received \$265K</p>

	<p>generous donations from our Illinois, Tennessee, Virginia market customers to assist other customers in need with paying their natural gas bill.</p> <p>Our company-sponsored programs, which we design and partner with local agencies to manage, has had a significant impact on our ability to help our customers with their financial needs. Beginning in 2020, in response to COVID-19, we stood up and funded new programs, bridged gaps between programs, raised income eligibility percentages and minimum and maximum grant amounts, as well as removed some restrictions for eligibility, to provide greater impact for financial assistance and assist more customers in need. When funding is available, we also provide additional supplemental grants in the same year to eligible customers enrolled in our company-sponsored programs. In 2022, \$367K in additional supplemental grants was applied to 554 eligible customer accounts of one of our company-sponsored programs to fully pay past-due balances to ease customers' financial pressure due to higher gas costs.</p> <p>In 2022, one of our local natural gas distribution companies committed an additional \$6 million to a company-sponsored program that was stood up in October 2021. With this additional funding, the company has committed a total of \$11 million to the program, which provides emergency financial and basic needs assistance, as well as homelessness prevention across 37 counties within its service territory. This increased financial commitment to this, and other similar programs, have resulted in this company being chosen to receive one of the Salvation Army's most prestigious awards in May 2023 for its vision, generosity, and willingness to go the extra mile for communities in need.</p> <p>In addition, in December 2022, \$1.25 million was committed to the Salvation Army in two other markets through charitable foundation dollars from our company. To complement grants that will be given to income-eligible customers through these dollars, additional grants will become available for veterans and seniors. Funds also will support customers with their basic needs, such as food, housing, rent and prescriptions, as well as assist those affected by community disasters.</p>
<p>Contribution to "Connecting People, Ideas & Information"</p>	<p>Ultimately, we want our customers to maximize the available bill payment assistance program benefits for which they may be eligible, which is why we recognize that socialization about programs, including their eligibility criteria and how to apply, are critical to prompting their action to seek help to pay their natural gas bill.</p> <p>From our agency partners who administer income-eligible</p>

	<p>programs to our very own frontline contact center and field service reps as well as employees from our dedicated bill payment assistance team, we're able to connect with customers via phone, in-person or virtually to promote available programs and how they work. Based on these connections, it helps us understand "the voice of the customer" and how to meet them at their point of need.</p> <p>In addition to leveraging people resources, we use multi-channel communications channels to connect customers to information about available programs.</p> <p>In 2022, expanded our digital first approach through:</p> <ol style="list-style-type: none"> 1. Our websites and more videos to better educate our customers. 2. Social media to showcase how our employees are serving our communities which we found is important to our customers. 3. Revamped email communications to keep customers "in the know" on much more frequent basis. <p>In one of our markets, an internal team was stood up in 2022 to proactively reach out to customers who expressed a need for financial assistance during an interaction with one of our agents or who received a financial assistance grant to help them navigate other assistance options that may be available to them, including for basic needs support. Customers also had the ability to complete an online form to schedule an appointment with a team member for a personalize experience to navigate available options.</p> <p>In 2022, we also:</p> <ol style="list-style-type: none"> 1. Used outbound call dialers to promote available programs with customers. 2. Partnered with TV stations in two of our markets to promote our company-hosted phone-a-thon through live broadcasts from the event where customers called us to get information about available resources. 3. Leveraged paid media campaigns, including radio, bus cards and digital banner ads and videos, to promote programs. 4. Launched a QR code commercial campaign for the first time on paid premium TV channels, such as Hulu, YouTubeTV, HGTV and ESPN, to promote available programs with customers in one of our markets. 5. Provided additional empathy and high bill training to our contact center employees so that they could help customers better understand customer needs and educate them on what's available to them. 6. Used speech analytics to identify when a customer needed financial assistance by listening for key words such as "I can't pay my bill.," to better understand trends in customer feedback so that we could train agents on how to better respond to
--	--

	<p>customer needs in the future and even get them connected to additional internal resources/teams for further assistance.</p> <p>We encourage customers planning to apply for grants to check their eligibility for a payment arrangement, which can bring their account current, give them more time to pay their bill and help them avoid a service disconnection.</p> <p>We also place a 45-day hold on accounts when agencies inform us of customers applying for bill payment assistance grants to keep their services from being disconnected for unpaid balances until we receive payment from agencies for approved grants.</p> <p>Our culture of care is truly in our DNA to serve our customers in a meaningful way so that they can continue to enjoy the comforts of natural gas to cook, enjoy hot showers and keep their homes warm during colder weather.</p> <p>The positive feedback we receive from customers through verbatims and conversations with our agency partners and employees reminds us to stay focused on keeping them at the center of what we do and build upon what we've done in the past for an even greater impact in the future.</p>
Supporting Documents	Click to view.
SGA Membership Category	Associate Member

Nomination CS-6	
SGA Member Company Name	Atmos Energy
Program Name	<i>Fueling Safe and Thriving Communities: Honoring Our Heroes</i>
Program Description	Atmos Energy shows respect and gratitude to firefighters, police officers, medical teams, veterans, teachers, and many other heroes in our communities by supporting their work in the communities we serve. We partner with local first responders to offer natural gas safety training, promote home safety guidance to residents, and support victims of natural disasters. We provide meals to local medical teams and first responders working around the clock to care for patients in need. We also support educators with school supplies, classroom resources, and tools

	to improve early childhood literacy.
Results of/Response to the Program	<p>In 2022, we were among the first corporate sponsors of Operation Commissary, a new initiative of Operation Stand Down Tennessee, which works to address food insecurity among veterans in Middle Tennessee. Those who served our country in uniform are twice as likely to become food insecure because they are less likely to seek assistance. Operation Commissary’s innovative model provides non-perishable food along with instructions to receive additional grocery assistance.</p> <p>In our Colorado and Kansas communities, we donated more than \$40,000 in 2022 to local fire departments and volunteer fire departments, so that they could purchase personal protective gear and innovative technology. These funds also support firefighter training, community safety programs that teach home safety tips and natural disaster preparedness, as well as search and rescue efforts for victims of avalanches, wildfires, or even white-water rafting accidents.</p>
Contribution to “Connecting People, Ideas & Information”	The positive interactions we have with our local heroes are about relationship building and safety. If there is an emergency, our employees are more than likely acquainted with the fire and rescue personnel onsite, which provides a great working relationship before, during and after an event.
Supporting Documents	Click to view.
SGA Membership Category	Distribution

Nomination CS-7	
SGA Member Company Name	Atmos Energy
Program Name	<i>Fueling Safe and Thriving Communities: Helping Our Communities Stay Warm</i>
Program Description	Helping our communities stay warm is one of Atmos Energy’s highest priorities. Through a variety of energy assistance programs, we help eligible customers experiencing financial hardship pay their gas bills on time every month. During the year, Atmos Energy offers financial assistance to the elderly, the disabled, veterans, and income-qualified families in our service areas struggling to pay their gas bills. We support our Sharing

	<p>the Warmth program through donations from our customers and Atmos Energy. This program distributes funds to local nonprofit organizations that provide utility bill assistance which helps meet the energy needs of underserved families.</p>
<p>Results of/Response to the Program</p>	<p>This past year our Sharing the Warmth program received customer contributions totaling \$1.15 million, which were supplemented by Atmos Energy contributions of \$3 million. These generous contributions enabled us to partner with 119 nonprofit organizations within the eight states we serve – helping 25,200 eligible individuals pay their natural gas bills. These funds not only provide support to customers for utility bills but also home weatherization upgrades, in addition to repair and replacement of customer-owned natural gas appliances and piping.</p> <p>In 2022, through intentional outreach, education, and communication with its community action agencies, nonprofits, and customers, Atmos Energy helped more than 67,000 households gain access to \$34 million through LIHEAP, Sharing the Warmth, and other programs.</p>
<p>Contribution to “Connecting People, Ideas & Information”</p>	<p>To better provide immediate and easy access to funding, Atmos Energy partners with local energy assistance agencies to host “blitzes.” These events take place on a designated day and in partnership with one of hundreds of organizations to distribute Sharing the Warmth funds on a first come, first served basis to customers who attend. No appointment is necessary and qualified Atmos Energy customers can receive funding on the spot for past-due debt, deposits, and service charges.</p>
<p>Supporting Documents</p>	<p>Click to view.</p>
<p>SGA Membership Category</p>	<p>Distribution</p>

<p>Nomination CS-8</p>	
<p>SGA Member Company Name</p>	<p>Williams Companies</p>
<p>Program Name</p>	<p><i>Williams Volunteer Week</i></p>
<p>Program Description</p>	<p>Williams Volunteer Week is a week-long, grassroots, volunteer initiative where employees across our 24-state footprint identify local needs and partner with schools and nonprofit organizations to execute volunteer projects with the primary goal of improving</p>

	the communities where our employee live and work.
Results of/Response to the Program	Our inaugural Williams Volunteer Week exceeded everyone's expectations, with over 10,000 employees logging over 6,000 hours of volunteer work on projects spanning 18 states. Employees who volunteered to serve as a local volunteer project coordinator also gained valuable leadership experience managing project and teams.
Contribution to “Connecting People, Ideas & Information”	Williams' Core Values are engrained in how we do our work every day on behalf of our stakeholders (communities, customers, employees and investors). At Williams, we are Authentic, Safety Driven, Reliable Performers and Responsible Stewards. We are dedicated to strengthening our people and communities and Williams Volunteer Week is the embodiment of this value. This endeavor empowered our employees to live out that value while connecting them with each other as well as with the organization where their activity took place. It also demonstrated to the community that Williams takes our responsibility to the community seriously and is willing to invest to make it a better place.
SGA Membership Category	Distribution

Nomination CS-9	
SGA Member Company Name	Milhouse Engineering and Construction
Program Name	<i>Milhouse Charities</i>
Program Description	Milhouse Charities is a 501c3 non-profit arm of Milhouse Engineering and Construction, Inc. Milhouse Charities was founded in 2012 with the mission to support the advancement of underrepresented youths in the STEM space and through strategic partners with service-based community organizations.
Results of/Response to the Program	In ten short years we have donated nearly \$1,000,000 and completed 7,000 hours of hands-on community service to STEM, resource and mentorship programs. As we increase our outreach and participation from the diverse body of Milhouse team members, friends, and family in Illinois, Indiana, Pennsylvania, New York, and Atlanta and Africa we are positioning ourselves to be a leader in being the change we wish to see.
Contribution to “Connecting People, Ideas & Information”	<p>As a STEM education and opportunity focused program we have broadened our reach and incorporated increased funding, volunteer stewardship, nutrition and tangible resources for our community partners, which empowers them to further our collective missions of fair and equitable education, social awareness and opportunity. In addition to increasing our engagement in the community, we are partnering with youth in service to their own communities through various activities.</p> <p>Every minute we serve is a seed of promise planted reflecting our steadfast commitment to engage and nurture the communities we serve. With intention, our goal is to broaden our outreach with participation from the diverse body of Milhouse team members, friends, and family.</p> <p>We have worked with the following organizations:</p> <p>MATHCOUNTS 15-year partnership, host for the regional mathematics competition (Illinois)</p> <p>Seven-year partnership with Project SYNCERE whose mission is to prepare the minds of underrepresented students creating pathways for them to pursue careers in STEM. Our partnership includes job shadowing, career fairs, volunteer service and monetary support for the annual Empowered Games, The E-Cademy, and Miles Davis Magnet Academy STEM school (see</p>

	<p>video link)</p> <p>Six-year partnership with Aerostar Aviation Institute giving awareness to youth in Aviation and Aerospace.</p> <p>Four-year partnership Girls 4 Science supporting Saturday STEM and fundraising</p> <p>Future Cities Robotics contest volunteer service</p> <p>University of Illinois Milhouse (Champaign Illinois) Milhouse Family Classroom</p> <p>University of Illinois (UIC Chicago, Illinois) capital project support Founder’s Circle</p> <p>Seeds of Promise Arbor Day Tree planting at Morrill Math Academy</p> <p>Community Gardening, El Paseo</p> <p>Adopted the Salvation Army in Munster, Indiana and support them through bi-annual service in the Spring (landscaping, gutters, tree trimming) and Fall (painting, carpet shampoo, floor waxing and kitchen/bathroom deep cleaning)</p> <p>The Bloc Chicago supports services through planning, design support, construction, financial and volunteer services.</p> <p>Polished Pebbles Girls Mentorship Program establishing Pink Hard Hat Project to provide nontraditional vocation option for girls in construction.</p> <p>Hosted Inaugural “Introduce a Girl to Engineering Day bringing awareness to a future in STEM to 35 inner city youth. The various sessions aimed to increase the understanding of careers and opportunities for women in all areas of STEM.</p> <p>3000 pairs of brand-new shoes were donated in Illinois, Indiana and Ghana to youth programs, resource centers, senior homes and villages including The Answer Inc, (Autism) Helping Hands (Disabilities), Senior Centers in Englewood and Hyde Park with Something Good in The Hood,</p> <p>Partnership support to for teen led organizations including donations, volunteering and shoes to the Boy Scouts Orland Park, Project I Am, The Kerry K Foundation, Matthews Motivational Projects,</p> <p>Milhouse Charities has hosted 24 company lead service</p>
--	--

	<p>opportunities to date 2022 (this number does not include individual service outings)</p> <p>2-year partnership with Chi Gives Back MLK Day of Service adopting a school and paint, create and clean libraries, paint murals, clean teachers' lounge</p> <p>Additional frequent service partnerships Little Brothers of The Elderly, Chicago Food Depository, Habitat for Humanity, Culinary Care,</p> <p>Global Impact (During Covid)</p> <p>Two Thirds complete in fundraising effort for Gift of Life Water Well Project the village of Awhum, Enugu</p> <p>Goodness Knows No Boundaries donating rice, noodles and vegetable oil to Awhum</p> <p>500 pairs of shoes to Accra Ghana in partnership with The Kerry K Foundation</p>
Supporting Documents	Click to view.
SGA Membership Category	Associate Member

Nomination CS-10	
SGA Member Company Name	Kansas Gas Service, a division of ONE Gas
Program Name	<i>Kansas Gas Service Provides Safety and Warmth to People with Differing Abilities</i>
Program Description	<p>Kansas Gas Service, a division of ONE Gas, provides natural gas to more than 648,000 Kansans to warm homes, cook meals and dry clothes. So, when the nonprofit Friends of Johnson County Developmental Supports (FOJCDS) asked us to provide their clients with differing abilities energy efficient natural gas appliances, we jumped at the chance to support them and extend natural gas access to even more Kansans.</p> <p>FOJCDS's mission is to ensure individuals with intellectual and developmental disabilities can live successfully as active and engaged community members. Through a grant from the ONE Gas Foundation, three newly renovated homes for people with differing abilities were equipped with tankless water heaters and high-efficiency natural gas furnaces.</p>
Results of/Response to the Program	<p>Janel Bowers, FOJCDS chief development and operations officer, reiterated the value of the donation of natural gas appliances:</p> <p>"Accessible housing for a vulnerable population really makes you think about how living spaces function in a different light," said Bowers. "This grant allows us to save space by choosing tankless water heaters over traditional ones, lower utility costs for the residents and provide a safer environment."</p> <p>In Kansas, up to \$1,800 in average annual potential savings can be achieved by using natural gas in the home compared to an all-electric home. Small home modifications, like adding energy-efficient appliances, can also reduce monthly expenses.</p>
Contribution to "Connecting People, Ideas & Information"	<p>Inclusion & Diversity is a Core Value at ONE Gas. It influences how we treat each other inside the company and how we engage with our customers. We strive to ensure every employee knows they are important and respected, and that same value extends to our customers and the communities we serve. We're proud to play a role in helping people with disabilities live independently and in a comfortable home fueled by reliable and affordable</p>

	natural gas.
Supporting Documents	Click to view.
SGA Membership Category	Distribution

Nomination CS-11	
SGA Member Company Name	Enstor Gas, LLC
Program Name	<i>Sleep in Heavenly Peace Day of Service</i>
Program Description	Enstor donated the funds and held a day of service at the NW Houston chapter of Sleep in Heavenly Peace where corporate headquarter employees spent the day volunteering and serving to build 50 bunk beds.
Results of/Response to the Program	50 new bunk beds for underprivileged children in the greater Houston area
Contribution to “Connecting People, Ideas & Information”	Brought additional awareness to this organization and community need which has resulted in additional funding and volunteer efforts by multiple employees, family, and friends.
Supporting documents	Click to view.
SGA Membership Category	Transmission

Nomination CS-12	
SGA Member Company Name	Southern Company Gas
Program Name	<i>KMI- Keep Me Informed</i>
Program Description	<p>Southern Company Gas is proud to submit its Keep Me Informed (KMI) initiative and pilot program for an award at the Southern Gas Association. The KMI initiative was launched to enhance the customer experience and address the pain points that customers face when scheduling field visits with one of Southern Company Gas companies. Customers voiced their frustration on the lack of visibility into the process and felt trapped at home with appointment windows between four and eight hours long, resulting in missed appointments and additional costs for the company.</p> <p>Southern Company Gas utilized the AGILE project methodology to continually deploy proactive notifications to customers about their appointment status, improving visibility into the process and providing a modernized communication experience for residential</p>

	<p>customers. The KMI initiative started with a minimal viable product with basic text messaging on a single order type in August of 2019 before expanding in both scope and functionality with the following enhancements:</p> <ul style="list-style-type: none"> • Expanded to include most residential order types where a customer appointment is needed. • Expanded to include all states Southern Company operates in. • Text message was enhanced to include technician name and photo. • Technician's location on a map and estimated arrival time. • A post-visit satisfaction survey was also added to capture feedback from customers and improve future interactions. • Additional text messages and safety messaging included with COVID protocol during the pandemic. <p>The KMI initiative also introduced a concierge-style service to proactively advocate for the customer by notifying them via phone when an appointment is disrupted by an emergency or another issue. The implementation transformed the residential customer experience and increased engagement while reinforcing core corporate values to deliver, enrich and invest in a customer-centric culture.</p> <p>In addition to the KMI initiative, Southern Company Gas has also implemented a pilot program to address customers' scheduling frustrations further. The pilot program includes 2-hour appointment windows with morning and evening appointments, as opposed to the traditional 4 and 8-hour appointment windows. The company is also increasing its evening and Saturday appointments to provide greater flexibility and control over schedules for customers.</p> <p>Southern Company Gas is committed to delivering a superior customer experience through innovative solutions and pilot programs that set new standards for excellence in customer engagement and service. The KMI initiative and pilot program is transforming the residential customer experience, generating positive feedback, and reinforcing Southern Company Gas's position as an industry leader in customer-centric service.</p>
<p>Results of/Response to the Program</p>	<p>The results of this program have been outstanding, with customer satisfaction levels at an impressive 9.68/10 rating for customers who opt in for text messaging about their appointment. The number of missed appointments has decreased by 35%, saving both time and money while enhancing the overall customer experience. To date, over 677,000 customers have opted in for KMI, resulting in over 3 million text messages being sent. The program has also allowed our concierge representatives to proactively engage with and advocate for customers, resulting in over 30,000 proactive engagements. Furthermore, we have a 10.23% increase in</p>

	<p>Saturday bookings and a 29.96% increase in 4pm-8pm bookings from Dec YTD 2019 to Dec YTD 2022. Additionally, our shorter 2-hour appointments now make up 6% of total appointments, with an attainment rate of almost 97% made within the 2-hour window. We are expanding the 2-hr appointment windows to all of our service centers by end of Q1 2023.</p>
<p>Contribution to “Connecting People, Ideas & Information”</p>	<p>The Keep Me Informed (KMI) initiative has made a significant contribution to connecting people, ideas, and information in the communities we serve. By utilizing agile project methodology and modernizing communication channels, we have been able to provide a seamless and proactive customer experience that prioritizes the needs of our customers. Through this initiative, we have strengthened our relationships with our customers, improving their satisfaction with our services, and enhancing their overall experience.</p> <p>In addition to improving our interactions with customers, the KMI initiative has also contributed to building stronger communities by reducing missed appointments, saving time and resources, and enhancing our ability to respond to emergencies and other issues. By improving communication and providing more flexible appointment options, we have been able to meet the needs of a wider range of customers, including those with busy schedules or other constraints that make it difficult to take time off during the day. This has helped us to build more resilient and responsive communities that are better able to handle unexpected challenges and changes.</p> <p>Overall, the KMI initiative has played a critical role in connecting people, ideas, and information within the communities we serve. Through this initiative, we have built stronger relationships with our customers, enhanced our ability to respond to their needs, and contributed to building more resilient and connected communities. We remain committed to improving our services and providing the best possible customer experience, and the KMI initiative is just one example of how we are working to achieve these goals.</p>
<p>Supporting Documents</p>	<p>Click to view.</p>
<p>SGA Membership Category</p>	<p>Distribution</p>

Nomination CS-13

SGA Member Company	INNIO Waukesha Gas Engines Inc.
Program Name	<i>Waukesha Engine Supports the City of Waukesha</i>
Program Description	<p>Following the Waukesha Christmas parade attack in November 2021, INNIO Waukesha Gas Engines Inc. (Waukesha Engine) made the decision to increase its sponsorship of and participation in community events hosted by the City of Waukesha. As a member of its namesake city since 1906, Waukesha Engine felt strongly that members of the community needed opportunities to come together and honor the city’s strength and resilience. To that end, Waukesha Engine and its employees sponsored and/or participated in the following City of Waukesha events in 2022:</p> <p>4th of July Parade – A staple of the City of Waukesha’s Independence Day celebrations, Waukesha Engine had a float in the parade that showcased the company’s reUp remanufactured engines that are produced at the company’s facility in Waukesha, Wisconsin. Employees accompanied the reUp remanufactured engines along the parade route, handing out various goodies to people in the crowd.</p> <p>Tribute Tuesday – On the second Tuesday of the month (June – September), the City of Waukesha hosts a concert in a local park that is free to the public. Waukesha Engine was proud to sponsor the August concert, Earth to Mars: The Bruno Mars Experience. As a kick-off to the concert, a company representative was invited to say a few words about Waukesha Engine’s role in the community. Many employees attended and danced the night away with fellow concertgoers.</p> <p>Monday Night Movies in the Park – A crowd favorite with City of Waukesha families, Monday Night Movies in the Park occur on the third Monday of the month (June – August). Members of the community are invited to bring their blankets and camp chairs and enjoy a family-friendly movie under the stars. Waukesha Engine sponsored the August movie presentation and was glad to see families, as well as local Boy Scout troops and church youth groups, take advantage of this opportunity.</p> <p>Waukesha Unlocked – Every other year, the City of Waukesha invites businesses, churches, historical landmarks, etc. to open their doors and give members of the community a behind-the-scenes look at what takes place at their facility. This year, Waukesha Engine offered a plethora of free, family-friendly activities to its guest (i.e., petting zoo, face painting, bounce houses). Additionally, guests were invited to tour Waukesha Engine’s reUp remanufacturing operations. This gave attendees</p>

	<p>a glimpse into how the company supports environmental, social and governance (ESG) initiatives.</p> <p>Operation Honor: A Salute to Veterans – Each November, the City of Waukesha hosts Operation Honor: A Salute to Veterans. Active-duty military personnel and veterans, as well as their family members and friends, are invited to come to the event and are treated to a live musical performance and a free dinner. Waukesha Engine was honored to sponsor this year’s event and a company representative highlighted the link between strong communities and those that are willing to serve.</p>
<p>Results of/Response to the Program</p>	<p>The results of Waukesha Engine’s sponsorship of and participation in the City of Waukesha’s events were twofold.</p> <p>Firstly, in the wake of a tremendous tragedy, these events provided members of the community with an opportunity to reestablish a sense of normalcy. Families, neighbors and different organizations were able to use these events to gather and enjoy one another’s company. These events helped bolster a community grappling with a tremendous loss, looking for a way to move forward. Waukesha Engine firmly believes that its 117-year legacy is due in no small part to the people in its hometown and feels privileged to have been able to help when needed.</p> <p>Secondly, Waukesha Engine’s sponsorship of and participation in the City of Waukesha’s events allowed a spotlight to be shined on a local business with ties to the natural gas industry. Many feel a sense of uncertainty when thinking about the country’s energy future. Waukesha Engine’s participation in these events provided a forum for education on the role that natural gas can play as a reliable, clean energy source for many years to come. It helped make a big (and often misunderstood) industry seem a little more accessible and relatable.</p>
<p>Contribution to “Connecting People, Ideas & Information”</p>	<p>During the company’s sponsorship of and participation in the City of Waukesha’s events, great care was taken to highlight the efforts that Waukesha Engine and the natural gas industry have taken to produce the nation’s most dependable energy source in a reliable and responsible way.</p> <p>For instance, during the tours of Waukesha Engine’s reUp remanufacturing facility during the Waukesha Unlocked event, guides touched upon the fact that each remanufactured Waukesha engine contains over 18,000 pounds of reused materials and reduces the consumption of new raw materials by 75% (when compared with the manufacture of a new engine). Additional commentary touched upon similar efforts made by</p>

	<p>other companies within the natural gas industry to reduce their environmental impact.</p> <p>When provided with opportunities to make remarks at events, company representatives touched up the meaningful employment opportunities that a career in the natural gas industry provides.</p> <p>Additionally, candid conversations with event attendees often revolved around how Waukesha Engine’s products fit into the value chain of moving gas from production to consumption, raising the community’s awareness of how an often taken-for-granted resource enters their homes and impacts their lives.</p>
Supporting Documents	Click to view.
SGA Membership Category	Associate Member

Nomination CS-14	
SGA Member Company Name	Miller Pipeline
Program Name	<i>Giving Back to Our Communities</i>
Program Description	Our team members are committed to supporting each other and the communities where we live, work and play. They are also very active with volunteering and giving back to nonprofit organizations.
Results of/Response to the Program	In 2022, Miller Pipeline participated in four home builds with Habitat for Humanity; two in Indiana and two in Michigan. Our very own President, Dale Anderson, multiple Vice Presidents, Senior Leadership, Field Leaders, and Office personnel took time out of their busy schedule to help make a difference in the community. We also worked alongside the soon-to-be homeowners. We got to know them on a different level and heard their stories directly, which made the build much more rewarding. Because of that, Habitat homeowners achieve the strength, stability, and independence they need to build a better life for themselves and their families.

Contribution to “Connecting People, Ideas & Information”	<p>Miller Pipeline partnered with Detroit Energy (DTE), our customer; not only did this help strengthen our relationship with our customer, but we were able to give back to families in need simultaneously. Our impact is showcased in our innovative work, our customer satisfaction, and the difference we make in the communities we serve.</p>
Supporting Documents	<p>Click to view.</p>
SGA Membership Category	<p>Distribution</p>

Nomination CS-15	
SGA Member Company Name	<p>Atlanta Gas Light and Chattanooga Gas</p>
Program Name	<p><i>Energy to Give and Energy to Serve Campaigns</i></p>
Program Description	<p>Annually Atlanta Gas Light and Chattanooga Gas employees participate in our annual Energy to Give (Nov 15th-Dec 31st) and Energy to Serve (April 15th-May 15th) campaigns. In addition, our executives serve on over 30 civic non-profit boards of directors.</p>
Results of/Response to the Program	<p>At Atlanta Gas Light (AGL) and Chattanooga Gas (CGC) we are citizens where we serve. We strive to enrich the lives of our customers and to make our communities a better place for everyone to live.</p> <p>The 2022 Energy to Serve Campaign was a volunteer campaign hosted by our company focused on giving back to our communities that we are blessed to serve through volunteerism with our local non-profit partners. We plan the Energy to Serve Campaign around Earth Day (April 15th through May 15th). AGL and CGC have 10 operating regions and each region has a community engagement ambassador that manages the volunteer efforts of the region and provides updates to the Energy to Serve Campaign Champions, which are two or three emerging leaders selected by our executive team. The 2022 Energy to Serve Campaign resulted in 52 events with non-profits, 186 volunteer participants, and 608 volunteer hours.</p> <p>The Energy to Give is a voluntary donation campaign supported by all the employees of Atlanta Gas Light and Chattanooga Gas. The campaign is planned around Thanksgiving and Christmas</p>

	<p>annually. The campaign is structured similarly to the Energy to Serve with region ambassadors and campaign chairman to assist with logistics and organization. The 2022 Energy to Give campaign resulted in over 500 volunteer hours, 840 children's jackets donated, \$6,000 in toy donated, \$24,000 in food donations, and over \$132,000 in baby supplies (Blankets, diapers, wipes, etc.).</p>
<p>Contribution to “Connecting People, Ideas & Information”</p>	<p>For both the Energy to Give and Energy to Serve Campaigns we utilized social media and local news outlets to inform our customers and communities of the events AGL and CGC were supporting. All 10 operations regions post pictures and information of the events they support on external social media and FUEL, AGL and CGC's internal social media and employee information site. We provide community engagement updates to our employees in our monthly business meetings to inform our employees, their friends and families. In addition, we engage our Gold Flames (AGL & CGC Retirees) to participate in our volunteer activity as well as share information with their friends and family network. At Atlanta Gas Light and Chattanooga Gas we are citizens where we serve and are committed to our communities. We are proud of our employees, retirees, and family members and want to share all the amazing things we do with our customers and community through social media, media outlets, and word of mouth.</p>
<p>Supporting Documents</p>	<p>Click to view.</p>
<p>SGA Membership Category</p>	<p>Distribution</p>