



Climate Plan + 2021 Communications

PRESENTED TO NGA

CUSTOMER EXPERIENCE SEMINAR

DECEMBER 3, 2020



Agenda

- VGS: Who We've Always Been
- The Future of VGS: Commitment to Climate
- Bringing our employees along
- How We'll Get There
- Questions

VGS: Who We've Always Been

2050 Vision to be NetZero

2030 Vision 30% GHG Emissions Reduction

54,000 customers

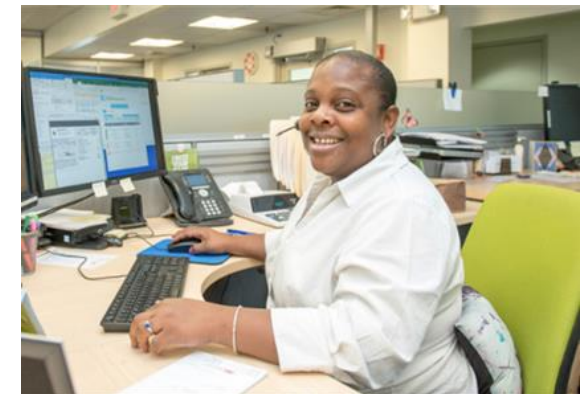
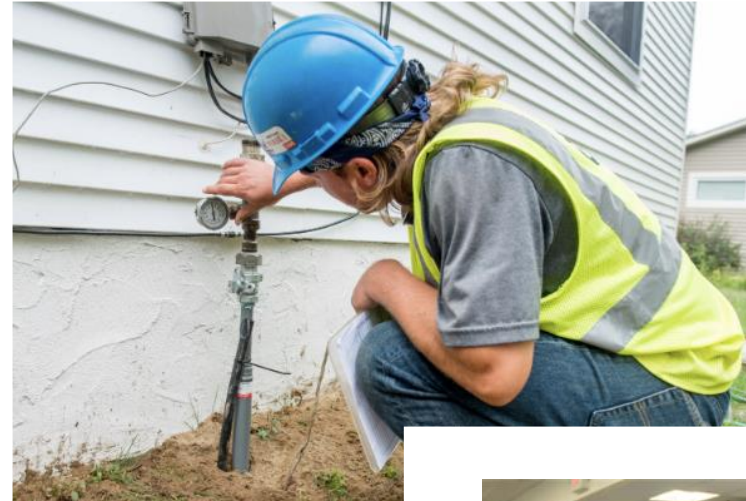
Serving Addison, Chittenden, Franklin counties

135 employees

12 billion cubic feet (BCF) of natural gas delivered annually

1st in nation retail program for Renewable Natural Gas

\$41M invested in energy efficiency since 1993



Values Drive VGS' Mission

Safety: The safest company in Vermont for our people, our pipeline and the public

Customers: Exceptional customer service every day

Climate: Lowest possible carbon impact

Culture: Best Place to Work in Vermont

Affordability: Natural Gas has 23% less carbon than heating oil and is 44% less expensive than propane



Walking the Talk: Clean Energy Advocates

Charter Member of Natural Gas Supply Collaborative

Focused on sustainability and best practices in supply sector

Charter Member of Downstream Natural Gas Initiative.

Focused on best practices for reducing carbon at the utility level

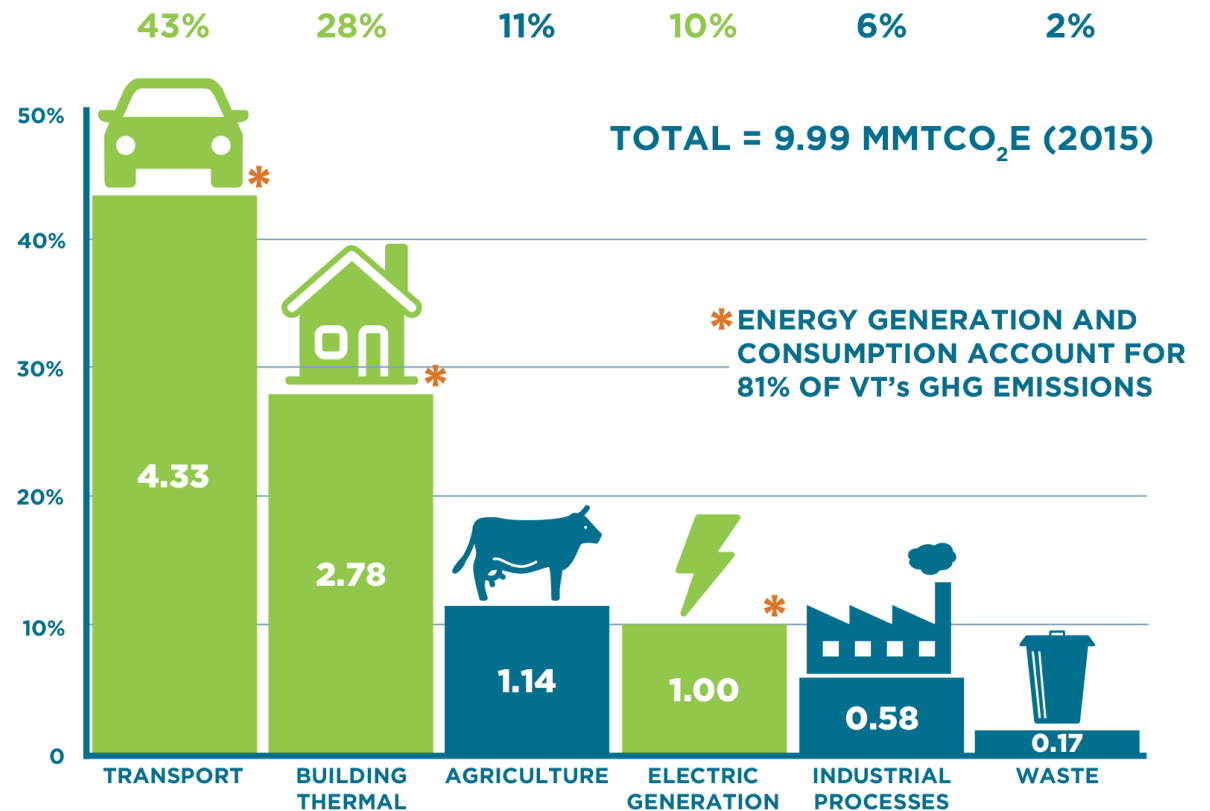
Supports EPA's efforts around GHG reporting



The Context....

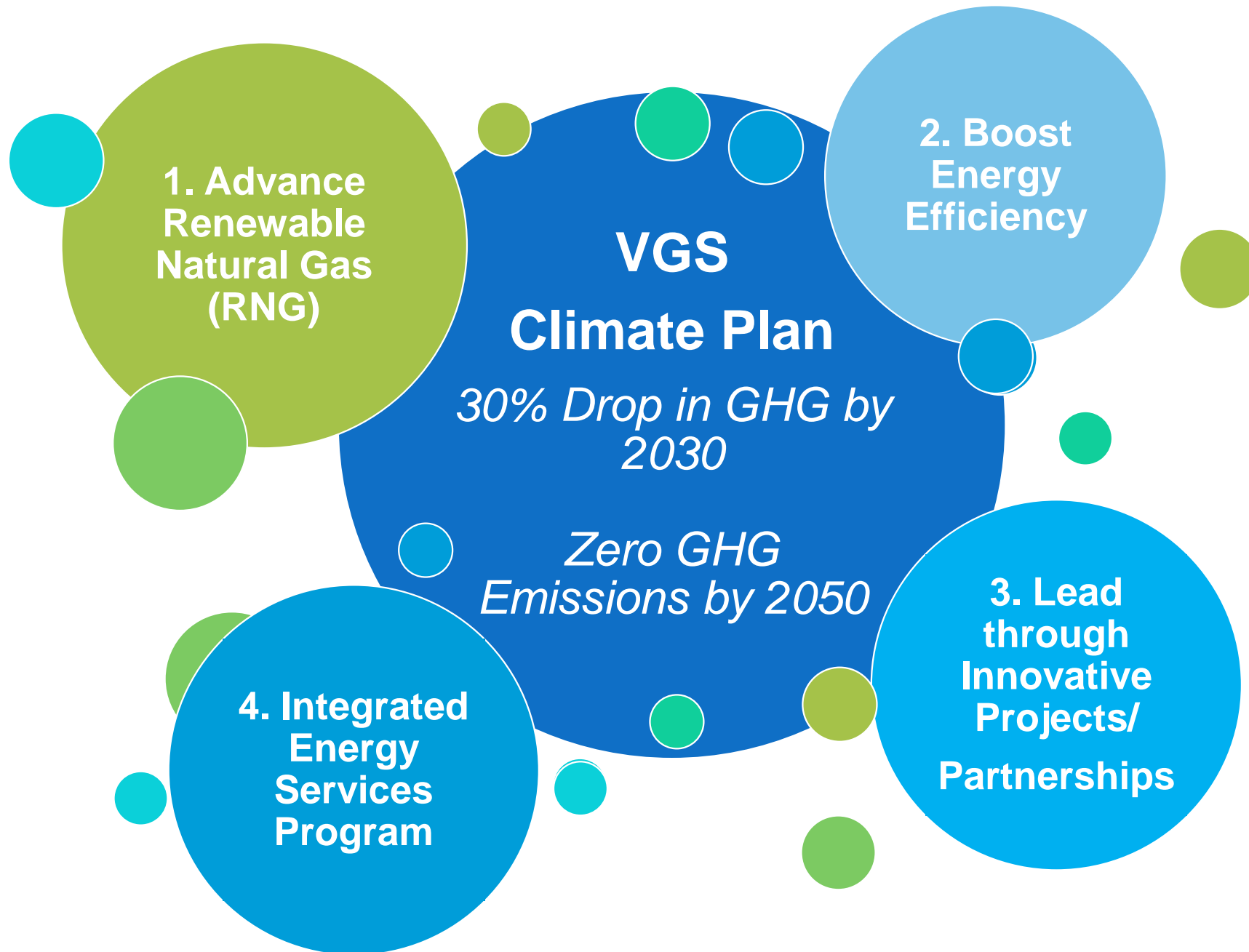
- Most GHG emissions in VT's thermal sector come from the 6-out-of-10 homes that heat with oil or propane
- Natural gas accounts for less than 7% of the state's overall GHG emissions
- Despite these facts, VGS gets the disproportionate share of public criticism on fossil fuels
- VGS is activists' "one neck to choke"

Vermont's GHG emissions by sector



The Future of VGS: Our Commitment to Climate







RNG in Action in VT

Construction on this project is underway, VGS completed the pipeline in early 2020, installation of the digester and gas cleaning equipment will be completed by 2021. We expect to begin receiving RNG in 2021.

Middlebury College will be able to achieve 100% Renewable Energy by 2028

Remaining RNG can provide over 400 homes with 100% RNG.



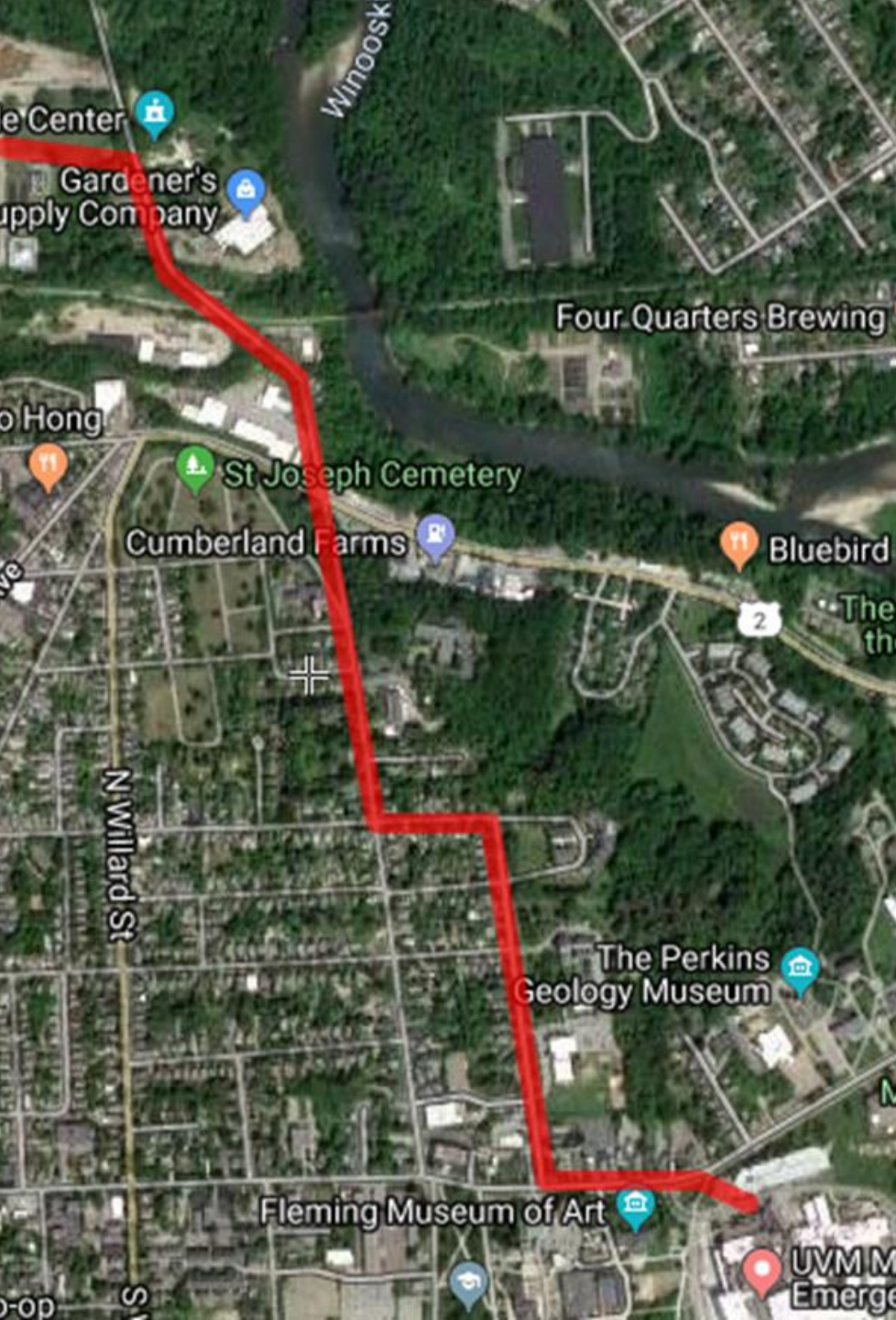
Energy Efficiency in action in VT

Demand Response Plan
increasing budget and
savings targets

Burlington Sound
Mitigation Program

- \$550,000
commitment to
weatherize homes in
the sound mitigation
zone in partnership
with Airport





Innovation in action in VT- Burlington District Energy

This project is a partnership with Burlington Electric, UVMCC, and VGS.

The project would capture steam from the McNeil Biomass plant and deliver it to UVMCC.

This system would consist of roughly 1.4 miles of steam and condensate Pipe, delivering ~ 125,000 mmbtu (50% of UVMCC load).

We are currently working on the detailed engineering and construction costing

*Cost effective
energy*

*keeps you safe and
comfy and helps
fight climate change*



Integrated Energy Services in action at VGS

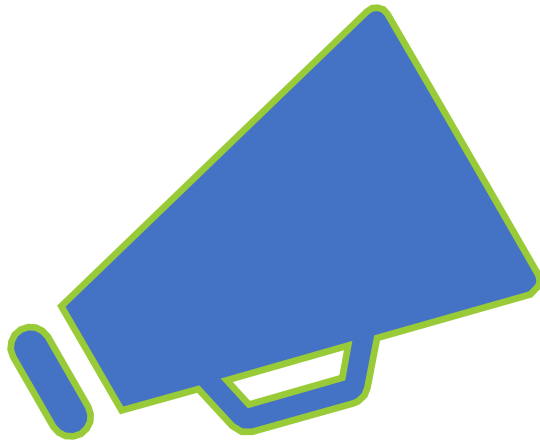
Trainings occurring across all customer-facing departments

Promotion of energy efficiency through Service and Sales departments

Promotional materials updated and out to customers

More integration across all customer-facing departments

Bringing Employees Along...



Lots of pride in our product – shifting the message

- VGS delivers warmth to customers

Multiple trainings

- Constant reminders of everyone's role in the new vision from survey leaks to audits to promoting and servicing new equipment

Connecting the dots

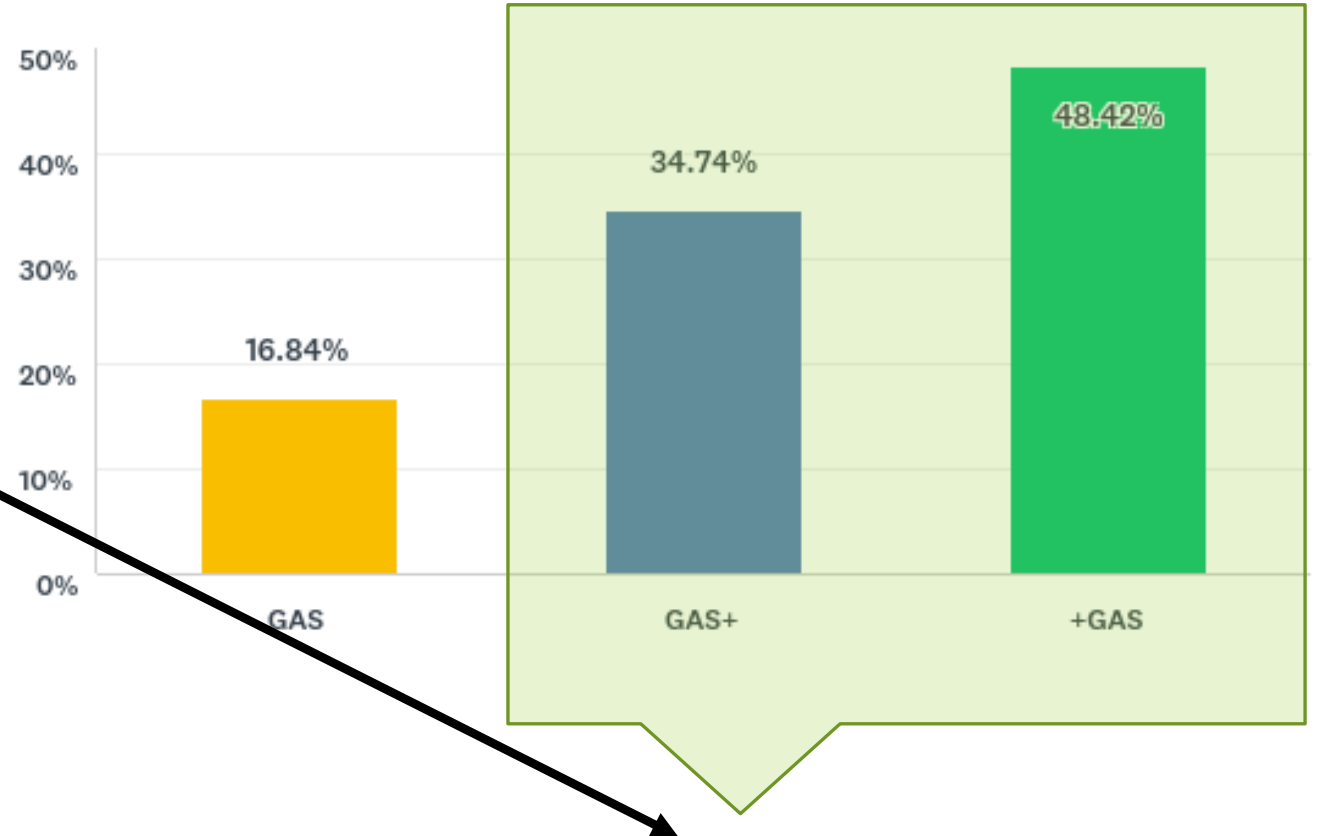
- Allows employees to see we have a plan for the sustainability of our business model

Surveys

- Allows us to keep tabs on employee's acceptance of the new vision

VGS employees support greener vision

In a recent survey, **83%** of employees choose a greener future focused on more sustainable gas supply with increased energy efficiency and behind-the-meter offerings



How We'll Get There





Communicate

Communicate VGS's commitment to people and planet to all stakeholders ahead of filing IRP



Position

Position VGS as a leader in clean energy space and willing partner to other like-minded energy leaders



Reinforce

Reinforce VGS's foundational values: safety, affordability and reliability



Demonstrate

Demonstrate commitment to Climate Plan, mission, vision and values

Bring Stakeholders Along



Being part of VGS customer gives you access to our TOTAL value proposition

ONE Company: more than thermal energy

- *We are safe*
- *We are natural gas*

And.....


- *We are service*
- *We are efficiency*
- *We are renewables*
- *We are innovation*
- *We are energy experts*
- *We are climate forward*



ONE Community: we're all in this together

VGS' Customer Experience will be.....

- Seamless - Customers leave interactions with VGS employees understanding the breadth of services we offer
- Climate-centered - We focus on the *best, most efficient* energy solutions to meet customer needs, focused on the whole of the building and customer, not just the customer's present issue at hand
- Comprehensive - We offer products and tools that help customers understand and control cost, carbon and comfort goals they have for their homes and businesses
- Trusted - We are experts in a variety of energy solutions and offer objective recommendations to customers
- Exceptional - We leverage the trust we have built over many years and continue to exceed customer expectations



ONE Climate:
Reducing GHG is *what*
we do



Questions
