



Arkansas Oklahoma Gas Co.

2019 Community Engagement Report



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Message from our CEO

We strive for excellence in all things, whether it be safety, customer service, or our community involvement. We make a positive difference in people's lives by prioritizing engagement with our customers, communities and colleagues. This year, that included donating large sums to flood relief and recovery efforts in addition to sending volunteer crews to assist with preparing food for flood victims and rebuilding efforts at Moffett Elementary School.

In 2019, AOG continued our commitment to the safety of our systems and operations. We also continued to embrace and enhance our sustainability goals, while empowering our team to spend more time volunteering in their communities.

This year, AOG donated money and time to environmental and conservation efforts, anti-poverty & hunger initiatives, educational work, economic development, safety, and health & wellness endeavors. Our hope is that these efforts will continue to aid local economies and communities throughout Arkansas and Oklahoma.

Whether it's donating to disaster relief, partnering with local chambers of commerce, or volunteering with one of the many extraordinary local nonprofit organizations, we want to continue to support our communities. We look forward to building on the successes of 2019.

Kurt Adams
President and CEO





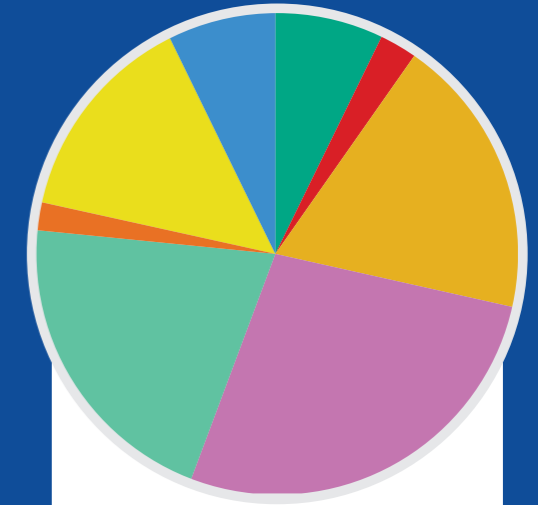
880.25
volunteer
hours

Volunteerism

In 2019, AOG provided employees* with 20 hours of paid time off to use volunteering with non-profit organizations in the communities we serve. This year, **42% of AOG employees donated just over 8 weeks of volunteer time.** AOG volunteers recently gave back to the community by participating in the Community Services Clearinghouse food drive at two local area Walmart's on November 7 & 8. Volunteers contributed 42 hours of their time and collected approximately \$4,500 worth of nonperishable food items that will assist with feeding our neighbors and customer this holiday season. The food items are equivalent to about 2,200 meals.

Whether working individually or as a team, AOG employees donated blood, prepared meals for disaster relief teams, and volunteered for educational partnerships, among many other worthy causes. AOG employees also partnered with the United Way's Day of Caring for the second year in a row. Employees painted and cleaned safe housing for women and children in need, as well as sorted through warehouse stock for the Salvation Army. A smaller group of AOG employees returned to the warehouse to provide additional help several times over the summer.

*Benefits for some positions in Arkansas and Oklahoma are governed by a Collective Bargaining Agreement and may differ from the benefits we provide to our other employees.



HRS	CAUSE
63	Disaster Relief
22	Environmental & Conservation
16	Anti-Poverty & Hunger
241	Educational
184.5	Community & Economic Development
16	Safety
124.75	Health & Wellness
64	Other



Disaster Relief

In the spring/early summer of 2019, historic flooding inundated Ft. Smith and surrounding communities. AOG employees worked overtime turning off gas meters in affected areas and making sure customers were safe. In June, AOG donated \$10,000 to the United Way of Ft. Smith to assist with their flood relief efforts. Employees volunteered to prepare food for flood victims and donated supplies to help families recover from their losses. Once the floodwaters receded, employees jumped in to help rebuild. AOG sent a large team to assist with the rebuilding efforts at Moffett Elementary School and donated \$10,000 to help the school recover from the destruction.

Energy Efficiency

In 2018, AOG spent approximately \$2.5 million on energy efficiency programs for customers in the form of home weatherization and rebates for heating equipment, hot water heaters and smart thermostats. In addition, AOG partners with Oklahoma Gas & Electric to provide no-cost weatherization services for severely energy inefficient homes. This helps reduce monthly energy bills, increase efficiency and reduce emissions, while customers enjoy the reliability and comfort of natural gas. In fact, from 2012 to 2019, AOG's energy efficiency programs helped reduce carbon emissions by about 22,598 metric tons¹. That is equivalent to taking 4,798 cars off the road or offsetting the emissions of nearly 2,608 homes².

¹ Based on an independent evaluation from ADM Associates using guidance from the "Arkansas Technical Reference Manual, Version 7.0"

² Source: <https://www.8epa.gov/energy/greenhouse-gas-equivalencies-calculator>



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Community Giving Program

AOG sponsors many events throughout the year in the communities we serve.

Some of the 2019 events include:

- Arkansas Blood Institute blood drive
- Greater Forth Smith Association of Home Builders Showcase Home
- Health awareness programs
- School events including safety presentations
- United Way Day of Caring
- HVACR Chapter meetings

In addition to sponsoring events, AOG sponsors employees in events that they or their children are participating in and contributes to local nonprofit organizations annually, *including:*

- American Legion Post #31
- Crisis Intervention Center
- Hannah House
- Kitties & Kanines
- Lupus I Care
- Partners in Education – Darby Junior High School
- Poteau Chapter Ducks Unlimited
- Riverfront Blues Society
- Sebastian County Humane Society
- United Way





United Way Campaign

United Way mobilizes our community in ways that no single agency, individual, or government can to enhance the ability of people to care for one another. Since beginning a partnership with United Way in 2018, AOG has donated up to \$5,000 annually for charitable organizations throughout our communities. Employees can help by being an advocate, giving, and/or volunteering with the United Way. Our company matches employee contributions to the United Way Campaign up to \$5,000 annually.

Partners in Education Darby Junior High

Each year, AOG participates in The Partners in Education Program, which establishes mutually beneficial relationships between businesses and schools. Participating businesses and schools commit themselves to reciprocal activities that are based on their needs and resources. This year, AOG began a new partnership with Darby Junior High School. Over 600 students attend Darby Junior High, and 93% of those students are from a low-income background. AOG employees partnered with the students through mentoring, visiting classes as guest speakers, and volunteering in the Darby Store and Resale Shop. Employees also volunteered at events and lunches for the students.





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