



About Vermont Gas

- Clean, affordable, reliable energy choice
- 51,000+ Customers
- 130 Employees
- Serving Franklin, Chittenden, Addison Counties

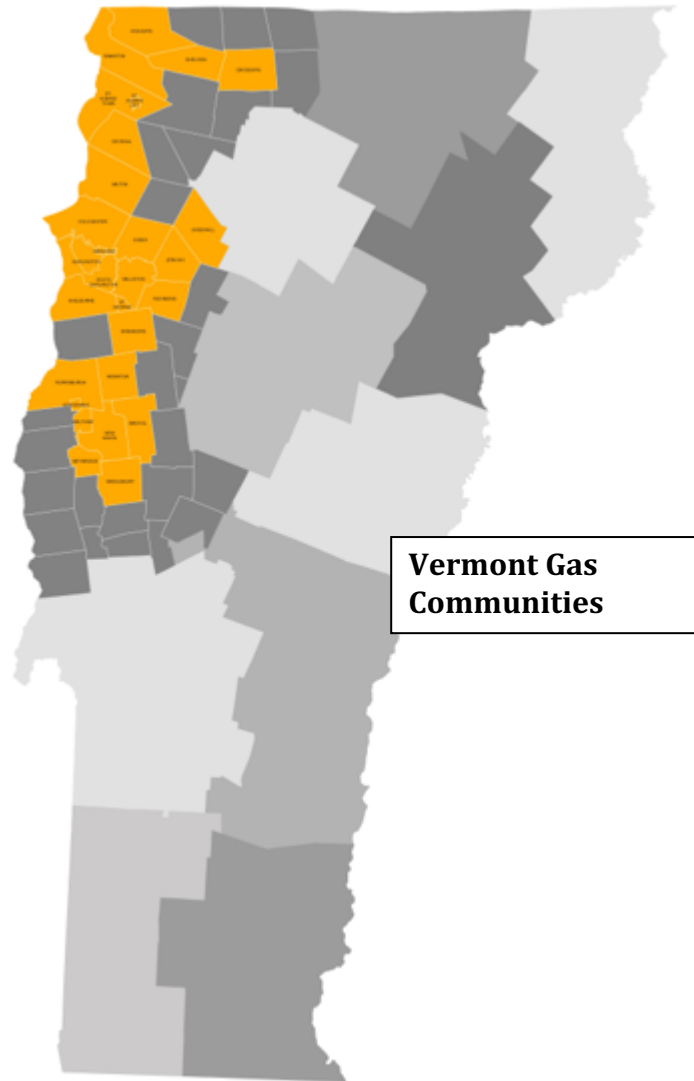
Our Values: Customers, Culture and Climate

Customers

- Customers who have access overwhelmingly choose VGS for their energy needs (86% service footprint, 95% Burlington)
- Our customers recommend VGS to friends and family (98%)
- Safe, reliable and affordable service (VGS is 30% less expensive than heating oil, almost 50% cheaper than propane)
- Our customers will pay \$270 less this winter compared to 2012
- Over 2,000 VGS customers benefit from our 20% low-income discount

Culture

- Safety is our first priority
- 90% of our customers recognize our safety commitment
- Distribution system upgrade completed in 2009
- Leveraging technology – financial system conversion 2017; customer system conversion 2020
- Open, collaborative workspace
- 98% employee participation in VGS CARE program – giving, volunteering, contributing to the communities we serve



Climate

- VGS the first company in US to offer voluntary Renewable Natural Gas service
- Converting to VGS cuts carbon emissions by 23% compared to fuel oil; 15% compared to propane
- 100% carbon reductions achievable with VGS Energy Efficiency and Renewable Natural Gas services
- ~1500 customers participate in VGS Energy Efficiency Programs each year
- VGS Efficiency Budget \$3 million/year. \$40 million invested over 25 years
- Energy Audits, rebates and 0% financing energy efficiency options
- Energy efficiency partnerships with EVT and Burlington Electric
- VGS integrated energy services annually avoid ~300,000 metric tons of carbon

Cleaner choices today for a brighter future tomorrow

- Safety and reliability
- Affordable, high value, low carbon energy choices
- Superior customer experiences
- Local renewable natural gas production
- Innovative efficiency services and partnerships
- Sustainable gas supply
- Continuing leadership to achieve Vermont's clean energy goals

