



March 18, 2020

Dear customer

We are committed to promoting health and safety in the communities we serve. As conditions with the coronavirus disease (COVID-19) change, I want to assure you that we are prepared and taking steps to ensure customers have the energy they need. Our efforts include the following actions:

- **Safety comes first** – We have plans in place to ensure natural gas workers and other critical team members continue delivering the reliable service you expect while following the Centers for Disease Control and Prevention’s guidelines for safety. We are rescheduling non-emergency appointments and will reach out to our customers at a later time to reschedule.
- **Shutoffs suspended** – We suspended shutoffs for residential and business customers, unless unsafe conditions exist, to ensure the safety of our customers and employees. This is effective until this health crisis is behind us.
- **Late payment charges waived** – We understand that some of our customers will face financial hardships due to the spread of COVID-19. We are now waiving new late payment charges.
- **Bill payment arrangement options and financial assistance** – If customers are having difficulty paying their bill, we will work with them to arrange a payment plan or discuss financial assistance options. Customers can find additional information on our [website](#) or by calling 866-556-6001.

Safety is at the center of all we do. We remain committed to reducing the risks to our communities while providing the essential energy services our customers depend on, including responding to any emergency situations.

We will continue to closely monitor the situation surrounding COVID-19. We urge customers to find the most up-to-date information from us on our [website](#) or call us at 866-556-6001 whenever we can assist them with their energy service questions.

Sincerely,

Charles Matthews  
President and CEO