



TO OUR VALUED CUSTOMERS

In these unprecedented times, we want you to know that we value the trust you have placed in us as your energy supply partner. As we continue to monitor the public health crisis stemming from the coronavirus, our highest priority remains the safety of our employees, who have been working from their homes for one week now. I am pleased to report that our operations have continued to run efficiently. With our robust business continuity plan in effect, we are committed to keep providing the best customer experience possible.

We realize that this crisis has caused many of our customers to modify their operations significantly, and we want to stay in contact with you to understand and work through these changes with you.

If you are currently experiencing or expecting a reduction in your electricity or natural gas consumption in response to COVID-19, you can either contact your sales representative, or call our customer care line at 877-273-6772.

We wish you good health and thank you for your trust.

Sincerely,

A handwritten signature in black ink, appearing to read 'Jim Wood', is written over a light grey rectangular background.

Jim Wood,

President and CEO