



Fueling Conversations



April 14, 2020

For the foreseeable future, each week, Fueling Conversations – a message from Dave Bauer, President and CEO of National Fuel – will be delivered to your inbox. If you have recommendations on topics, questions, or comments, please email corpcomm@natfuel.com.

Yesterday, we entered week five of social distancing. For many of us, that includes working from home, homeschooling, and/or 24-7 caregiving. As the COVID-19 situation continues to evolve, National Fuel employees have risen to the challenge of balancing their new normal with their workloads. Whether they are reporting to a physical office location or working remotely, they have demonstrated resilience and dedication to helping ensure business continuity.

There are now distinct differences in the employer guidance issued by the Centers for Disease Control (CDC), World Health Organization (WHO), and local county health departments. Notably, we are aware that the CDC and the Erie County (NY) Department of Health has relaxed the return-to-work requirements for essential employees to a shorter quarantine period. This was primarily designed to get asymptomatic healthcare workers back to work as quickly as possible.

At this time, we are still employing the most conservative medical guidelines and evaluating each individual situation on a case-by-case basis. Human Resources will inform each employee of his or her quarantine protocol. We will continue this approach, adjusting as necessary, as the safety of our employees and customers remains our top priority. As a reminder, should any employees have questions, concerns, or need to report illness, please call the HR hotline at 716-857-7099.

Our company has come together to do our best in flattening the curve and much like the city of Buffalo, N.Y., where we are headquartered, we are living up to our reputation of being good neighbors. Often, when we think of the frontline of this fight against COVID-19, we immediately think of doctors and nurses but the frontline extends far beyond the reach of hospital walls, spanning utility employees, truck drivers, postal workers, and first responders. As such, I'm pleased to announce NFG Food It Forward – an initiative created by National Fuel employees to help support our fellow essential workers. Beginning this week, employees will have the opportunity to support local restaurants and provide food for emergency responders with whom we work closely every day. More information on NFG Food It Forward will be coming soon.



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To complement this, I hope you'll join me by participating in a few of these simple ideas to spread kindness, demonstrate unity, and show your gratitude for our utility employees and other essential workers and their families during this time.

- Wave hi or give a thumbs up (safely from your window, porch, or car) if you see utility workers in your neighborhood.
- Hang a thank you sign in your window or on your door to greet utility employees, delivery drivers, and postal workers.
- Check on the family members of those essential workers you know – by phone or digitally – to lend your support.

This week, I want to recognize our corporate Accounting Department as they have successfully planned their first remote quarterly close to meet the Company's filing deadline. The majority of the process will be done electronically by the accounting staff from the safety of their homes.



Pictured from top to bottom, left to right:

- Blair Korpanty's setup; Michelle Diegelman; Becky Pope and her daughter, Jade
- Elena Mendel and her daughter, Giada; Ami Riffel and her cat, Sammy; Jordin Tracy and her daughter, Molly
- Donna McCabe and her dogs, Booker and Paige; Scott Payne and his daughters, Sydney and Elyse

The past four weeks have certainly been challenging, and it may be a while until the pandemic is behind us. I firmly believe that through determination, hard work, and

compassion, we will persevere, evolve, and show what is truly great about being a part of the National Fuel family.