



Fueling Conversations



March 31, 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.

As we enter week three of our temporary new normal, I continue to be impressed by the way our teams have responded, working around the clock to ensure the safety of our employees and customers and the continuity of our business. From activating our Pandemic Response Team to organizing the Supply Chain Team, to ensuring compliance within our sites in New York, Pennsylvania, Texas, and California as government policies change by the hour, we have diligently worked toward a solution at every turn. There is no question that this is stressful, but it's important to remember that this isn't just about us – the entire world is facing this pandemic together.

We all know of someone who could be considered high risk if exposed to COVID-19. This underscores how crucial it is that we take every necessary precaution to prevent the spread of this disease. We have a responsibility to maintain our health and to preserve the health of those we care about. Please [click here](#) to review guidelines to ensure you are following proper safety protocols to prevent transmitting COVID-19 to your family or coworkers.

An important part of National Fuel's commitment to the health and vitality of our local communities includes giving back. Our employees have a long-standing history of donating their time and financial resources to the causes that are important to them. With recent disruptions to life and work, community involvement is more important than ever. Research suggests that people who volunteer experience better wellbeing. Through Faces of Fuel – our employee volunteer program – we are here to help you through this challenging time by providing opportunities for you to continue to engage your local community and lend a helping hand from the safety of your home. Please [click here](#) to view opportunities in New York and Pennsylvania.

I'm proud to share a note from Amanda Veazey, Environmental Geology Advisor at Seneca Resources in Pittsburgh, Pa., who responded to a call-for-action in her community last week. "Bellevue Farmers Market put out a call for volunteers to cook, package, and deliver meals to seniors and/





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or anyone facing food insecurity. I signed up to deliver meals. I made 11 stops, bringing 42 meals to seniors, single parents, and large families. I'll continue to help my community through BFM for however long I'm needed."

We want to ensure our employees are taking care of their mental health just as much as their physical health. According to the SUNY New Paltz Institute for Disaster Mental Health, infectious disease outbreaks are one of the most distressing forms of disaster to deal with psychologically because of the uncertainty they cause. Staying braced for a threat over an extended period of time takes a real toll on our bodies and minds, so it's essential to recognize and address our stress to prevent it from becoming overwhelming. Here are a few helpful resources:

- [COVID-19: Managing Stress in this Anxious Time](#) (Institute for Disaster Mental Health)
- [Seven Ways to Build COVID-19 resilience and Ease Your Anxieties](#) (The Buffalo News)
- [Stress and Coping](#) (Centers for Disease Control and Prevention)

To further help ease stress in our lives and respond to the recent market volatility, Vanguard will be hosting webinars to help guide you through these uncertain times. To register, please visit https://webinars.on24.com/Vanguard_IIG/vm. Other topics will also be available for those interested at <retirementplans.vanguard.com/education>. We will continue to share these resources with you as they become available.

Finally, as economic circumstances continue to change, you may have family and friends who are now eligible for payment assistance through National Fuel. We encourage you to share our programs with your networks.

- In New York, please visit HEAPhelps.com.
- In Pennsylvania, please visit LIHEAPhelps.com.

The current coronavirus represents a historic crisis for all of us. We are determined to do our part to ensure our customers, including vital emergency services, have the safe and reliable energy they need. We could not do this without all of you. Thank you for your time and effort throughout this difficult situation. We will continue to get through this together.