



Fueling Conversations

May 19, 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.

Recently, the Centers for Disease Control and Prevention (CDC) revised its list of COVID-19 symptoms. These are cough, shortness of breath or difficulty breathing, fever, chills, muscle pain, sore throat, and/or new loss of taste or smell. Other less common symptoms have been reported, including gastrointestinal issues, and may appear two to 14 days after exposure to the virus. For more information from the CDC, please [click here](#).

After several weeks of "no news is good news," I must report that National Fuel received its third positive COVID-19 diagnosis. Our colleague, located in Western New York, is in good condition while isolating at home. Due to this employee's alternate work schedule, this person has not been at a work location since May 9. Following a diligent contact tracing effort, it has been confirmed that this employee conscientiously followed all safety protocols through the use of personal protective equipment (PPE) and social distancing, meaning there was no contact with other individuals through work, and no further action is necessary. We applaud this employee for meticulously following our COVID-19 prevention procedures and, in so doing, helping us to maintain a safer workplace.

On a brighter note, I am happy to share with our National Fuel family that the two employees who were previously diagnosed with COVID-19 have both made full recoveries and are doing well.

While we cannot predict the future, our rate of positive findings for a company of more than 2,100 employees is low. We attribute this to our early and aggressive mitigation measures, especially social distancing, diligent cleaning and hand-washing, and working from home, which is the most effective way to prevent transmission of the coronavirus.

In that vein, starting this week, our employees reporting to New York locations will be required to answer a few simple questions as part of a daily health screening. **Before entering a National Fuel building, please visit our dedicated website. The link and instructions can be found posted on each building door and on the InfoNet.** We recommend bookmarking this site on your smartphone to allow for future easy access.

With nice weather finally approaching, many people may start to let down their guards. As National Fuel employees, it's critical we stay vigilant. We are fortunate to be classified as an essential service.



Fueling Conversations

As unemployment continues to ravage our country and stress is bearing down on us all, we ought to be sensitive to what others may be experiencing, and the best way we can do that is by following the rules. As recognizable faces in our local communities, we have to lead by example by wearing proper PPE and practicing social distancing.

National Fuel is no stranger to hypervigilance. We know residents will not hesitate to report what they view as issues with our work. Today, that's magnified as we bear witness to "social-distancing police" who call actual police, email their district representatives, phone businesses to complain, or post on social media. The health and safety of our families, coworkers, and our customers depend on each of us taking responsibility for following these preventive measures both at work and in our personal lives.

As mentioned last week, the Pandemic Response Team is diligently working on an extensive return-to-the-workplace plan. As of this week, the Utility has 100% of operations employees reporting in Pennsylvania and 65% reporting in New York with the expectation to be at 100% by next week. We do not anticipate our administrative locations will return before June 15. We will continue to be guided by the recommendations of local, state, and federal governments as well as the CDC. As a reminder, our operations workforces for Supply, Empire, Midstream, and Seneca Resources were not affected by alternate work schedules and have continued to work in the field with social distancing and PPE protocols in place.

Faces of the Frontline



For more than two months, our employees across all subsidiaries have worked tirelessly to adapt to the ever-changing circumstances. To show our support for frontline workers across the country, including our Faces of Fuel, National Fuel's corporate headquarters in Williamsville N.Y., has been lit up blue. A special thank you to our Land Department for working quickly to coordinate this display.

It's encouraging that our local communities are beginning to re-open, but it will likely be some time until life is back to normal. In the meantime, I can assure you we will operate with the safety of our employees, customers, and communities as our highest priority just as we have done for 117 years. Thank you for your continuing efforts in doing the same.