



Fueling Conversations



Each month, Fueling Conversations – a monthly chat with 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 navigate uncharted territory in this troubling time, you have my commitment that the novel coronavirus (COVID-19) has our full attention. At National Fuel, nothing is more important than the safety and well-being of our employees and our customers. As such, we have a team in place that is evaluating, advising, and adjusting our response activities daily. We are taking the necessary steps to stay informed and engaged with guidance issued by the [Centers for Disease Control and Prevention \(CDC\)](#), the [World Health Organization \(WHO\)](#), and local healthcare professionals to assist in our efforts to prevent and reduce the spread of COVID-19.

As conditions evolve, we remain committed to providing safe and reliable service, and we are doing our part to protect the communities where we live and serve, including:

- Taking proactive steps to review and refresh general safety procedures;
- Securing a medical doctor on-call for guidance and recommendations;
- Enhanced cleaning of all Company facilities thoroughly and regularly per CDC protocols;
- Closing Customer Assistance Centers effective March 17;
- Requiring all employees who are feeling ill to stay home;
- Reviewing and extending absence policies as needed;
- Providing necessary personal protection equipment to our field crews to protect all parties;
- Limiting travel for our entire employee community; and
- Activating alternative work schedules and environments.

Current Conditions

We do not anticipate any service disruption to our customers at this time. We have implemented additional measures that will allow us to continue providing essential services.

Precautionary Measures

In keeping with public health guidelines, we are taking precautionary measures to limit employee and customer exposure. Before entering a customer's home, we will ask a series of questions



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relating to potential exposure and provide reassurances to the customer about our service persons' health and prevention practices. We ask customers to maintain a safe distance of at least six feet during our visit. If someone in the home is ill, we ask that everyone stay in a separate room or area.

What to Know About Your Bill

We recognize that certain customers may experience financial difficulty as a result of the coronavirus outbreak, whether they or a family member fall ill, are required to quarantine, or because their income is otherwise affected. We have implemented temporary procedures to alleviate our affected customers' concerns about their natural gas service during this time. These policies are effective immediately and will be in place indefinitely as we evaluate the ever-changing situation daily. Please note that regular billing will continue for all customers.

Protect Yourself from Scammers

Scams related to the COVID-19 outbreak are on the rise. Imposters claiming to be National Fuel employees may contact you to collect past due balances, even promising savings on your next bill, or threatening to disconnect your service. National Fuel never demands direct payment through the use of a prepaid debit card and never accepts payment through these cards. For additional safety tips, please [click here](#).

Safe 4 the Right Reasons

We appreciate your patience during this time and ask you to share these updates with your family and friends. We also encourage you to stay safe and informed by visiting the [CDC](#), [WHO](#), and county health commission websites.

Finally, we recognize the hardship that this unprecedented event creates for everyone. As you may know, within our policies, we are providing additional support, including expanded benefits, for our team members who are directly impacted. We continue to monitor the ever-changing situation and promise to keep you updated. Thank you for your vigilance and commitment to keeping yourselves and everyone we serve safe.

We will get through this together.