



Fueling Conversations



July 7, 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.

While New York has flattened the curve, many states are trending upward with confirmed COVID-19 cases and related hospitalizations. While National Fuel has mitigated this crisis successfully to date, we must stay vigilant for the health and safety of our family, friends, and colleagues.

As a company with more than 2,000 employees, we've only seen four confirmed positive COVID-19 cases. I am happy to report that all four employees have recovered and are doing well. Today, I would like to share one of their stories as a cautionary tale but also one of hope. For privacy reasons, I'll refer to this employee as Joe Fuel.

A symptom we've seen widely reported is the loss of smell. This is what caught Joe off guard when his wife complained of their infant son's dirty diaper. After immediate further testing, he contacted his doctor and described his symptoms.

"I was very lucky to only experience the loss of smell and taste and body aches here and there."

Joe was fortunate to spend his recovery quarantined at home rather than in a hospital. He described himself as being "more nervous than anything," as he had a newborn baby, two other children, and his wife to worry about. He quarantined in one of the children's rooms and regularly checked in with his doctor via the phone and email.

"The first couple of days were weird because of the unknown and not knowing how this virus progresses. Plus, with school being out and my wife having to help our children with schoolwork while also dealing with a newborn and me, it was very overwhelming. I felt helpless and like a burden."

"I was skeptical, wondering when it would get worse because of all the stories I read and heard. After day eight, I started to feel better. We're very blessed with family, friends, and coworkers who helped a lot during this process, including dropping off food and supplies and praying. It was truly amazing."

Joe spent a total of 19 days in quarantine. After taking another test, his results were negative but it took a total of six weeks for him to regain his sense of taste and smell.

His advice to his coworkers is, "to take the virus and precautions seriously. Even though many may have it and not experience any symptoms, just be mindful of those you may effect that may not be as lucky as you."