



Fueling Conversations



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.

For the past 117 years, National Fuel has played an important role in the communities where we live and serve. In good times and bad, we've remained committed to providing safe and reliable service to our customers. As conditions evolve, we continue to implement and reinforce precautionary actions to mitigate exposure and reduce the impact of COVID-19 on our customers and employees. As such, we also continue to closely monitor the situation with local, state, and federal health agencies, as well as tracking and reinforcing guidance from the [Centers for Disease Control and Prevention \(CDC\)](https://www.cdc.gov). Ensuring the health and safety of our employees and customers is our number one priority.

Because National Fuel's business involves the critical provision of essential services that are necessary to provide for the health, safety, and welfare of the public, we are largely exempted from local, state, and federal mandates regarding workforce reduction. The reality of our business and jobs is that many of our employees can't work from home. We need to be in the field, checking for leaks and repairing pipelines, or staffing call centers to address customer concerns and emergencies, or working to make sure natural gas continues to be delivered without issue 24-7 from wellhead to burner tip.

Day-to-day life has drastically changed this past week (and will likely continue to do so), but I truly believe that if we work together, we will overcome the challenges before us. We don't have all of the answers yet but here is a sampling of what we have done to ensure employee and customer safety as well as business continuity:

- Beginning immediately, the distribution of paychecks and vouchers will be through direct deposit or U.S. mail instead of in-person distribution methods.'
- As of last week, employees who can work from home are doing so. The Information Technology department has been working hard to provide remote access so more staff can work from home soon.
- Our operations teams across all subsidiaries are practicing social distancing, and if that is not possible, certain tasks and/or projects will be placed on hold. As a reminder, we are providing the necessary personal protective equipment (PPE) to these employees.



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- We are in the process of implementing additional controls and measures to ensure a healthy workforce. As of late last week, our Utility call centers split into two teams, working one week on and one week off. Field operations have also followed a similar protocol to ensure only 50% of employees are working at one time. These measures reinforce social distancing in our workplace and they ensure that we have employees at the ready in the event of a COVID-19 infection in one of our workgroups. In all instances, our employees are being paid in full regardless of whether they are working or at home in reserve.
- The executive leadership team is rotating their work schedules with a mix of remote and in-office time for the best interest of the Company's direction long-term.
- As we continue to work through this unprecedented situation, we understand some of our employees may continue to face ongoing family care needs. In addition to the previously approved 40 hours of family care time, the Company will allow future family care days, if needed, until at least April 10, 2020. After expending the original 40 hours (at full pay), employees will then begin to receive 2/3 of their pay for any additional time off they need for family care. Should you have questions or concerns, please contact Human Resources.
- As a reminder, personal travel out of the country is not advised, and you are urged to reevaluate vacation travel plans based upon the [CDC's guidance](#). If you recently returned to the U.S. from another country, you may be subject to a mandatory or precautionary quarantine. Should you have questions or concerns, please contact Human Resources.
- Finally, as part of the Company's on-going preparedness and continuity efforts and at the request of the Pandemic Response Team, a Supply Chain Team was formed earlier this month. It established the following primary goals: (1) to identify and source needed quantities of PPE, hygiene supplies, and pandemic-related materials to keep our employees safe and productive; (2) to identify new PPE alternatives and suppliers; and (3) to facilitate communication among work groups to ensure that hard-to-find PPE is being utilized most efficiently and distributed to the areas of greatest need.

Right now, approximately 740,000 customers in Western New York and northwestern Pennsylvania are relying on National Fuel to help keep them safe and healthy. Thank you for your commitment to doing the same.