FuelingConversations

May 27, 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.

Without a doubt, the past 10 weeks have been both personally and professionally challenging for all of us. While we cannot predict the future, it's safe to say that, at long last, summer has finally arrived. These coming months won't be quite like the summers we're used to but there will be plenty of opportunities to safely enjoy the outdoors.

For some, that might mean traveling. As communities within our service territories begin to reopen, I'm pleased to inform you that the Company has amended our existing policy as it pertains to personal travel. While any vacation time still needs to be approved by your immediate supervisor, domestic travel does not require you to notify Human Resources. If you plan to travel internationally or via cruise ship, you still must notify Human Resources in advance of your travel plans, and a required 14-day quarantine period will be expected upon return.

While it will be nice to finally venture out, I urge you all to travel responsibly by following the latest COVID-19 Travel Guidance from the Centers for Disease Control and Prevention (CDC) to ensure the health and safety of you and your family, as well as your co-workers when you return. We will continue to evaluate and update travel guidance as needed to comply with recommendations from medical professionals and federal, state, and local governments.

Each week, I continue to be impressed by the way our employees have pulled together, collaborated, and embraced technology to ensure business continuity while prioritizing the health and safety of their colleagues and our customers. The Utility's Consumer Business department could not have imagined working from home 10 weeks ago. When the pandemic struck, they needed to adapt in short order. Immediately, back-office representatives moved to work-from-home, reviewing meter readings and adjusting bills as needed. Our phone

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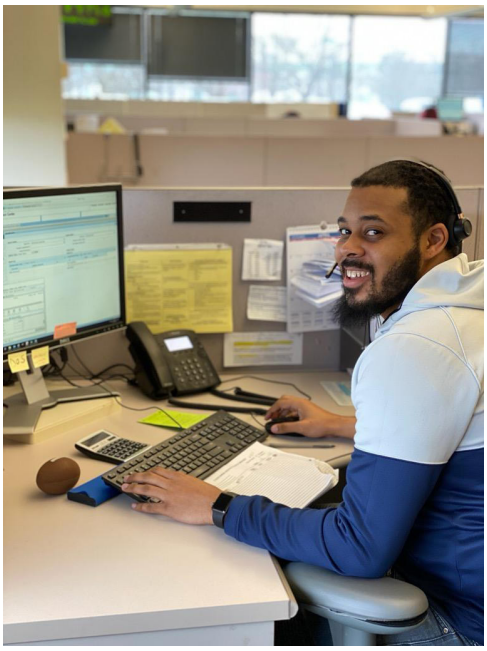
representatives shifted to working in the office one week on and one week off (with pay) to ensure social distancing and allow for thorough disinfecting of workspaces between shifts. Most recently, several phone representatives responded to a call for volunteers to test working from home. Throughout all of this, Consumer Business worked with the Information Technology department - particularly our telecommunication experts - to ensure a seamless transition.

As of today, with alternating between working from home and in the office, 30% of New York CRC and 39% of Pennsylvania CRC employees are working from home in a given week. The department is working towards increasing these numbers to near 50% in both states. I extend my appreciation to the entire Consumer Business department for maintaining a high level of productivity without sacrificing the professonial and timely service our customers have come to expect.



It's never been more clear that our 2,100 employees – the Faces of Fuel – are the heart of this Company and are woven into the fabric of the communities in which we operate. While challenging times continue to face us, I know we will pull through this together.

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For more information on Company updates and polices related to COVID-19, please check the InfoNet as well as the Employee/Retiree Portal.

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