



TO OUR VALUED CUSTOMERS

In these unprecedented times, we want you to know that we value the trust you have placed in us as your energy supply partner. As we continue to monitor the public health crisis stemming from COVID-19, our highest priority remains the safety of our employees.

Consistent with guidance from public health officials, a portion of our work force in certain locations has returned to our offices to support critical systems and functions, but most employees continue to work from their homes. I am pleased to report that our operations have run efficiently throughout the crisis. With our robust business continuity plan in effect, we are committed to providing the best customer experience possible.

We realize that this crisis has caused many of our customers to modify their operations significantly, and we want to stay connected with you to understand and work through these changes with you.

If you are currently experiencing or expecting a change in your typical electricity or natural gas consumption relating to COVID-19, you can either contact your sales representative, or call our customer care line at 877-273-6772.

We wish you good health and thank you for your trust.

Sincerely,

A handwritten signature in black ink, appearing to read 'Jim Wood', written over a light blue horizontal line.

Jim Wood,

President and CEO