

Dominion Energy continues to closely monitor and respond to CDC guidance, related to the recently declared COVID-19 pandemic issued by the World Health Organization. The company has prepared business continuity plans to ensure that customer services continue on an efficient and reliable basis.

Dominion Energy is now operating at a heightened level of emergency response preparedness. Effective Monday March 16th, most Dominion Energy Ohio commercial services employees will be working remote from our office locations. We have business procedures and information technology in place that will allow employees to work from home, to limit the potential for exposure to or transmission of the virus. Additional communication processes have been established, to ensure gas can be scheduled in a timely manner for each gas day. In addition, the company is continuing to evaluate the critical operational functions including Gas Control, Field Operations and Engineering to ensure that the pipelines can continue to operate safely and reliably in compliance with all regulatory and environmental requirements.

Dominion Energy will continue to monitor CDC guidance and review recommendations from public health authorities, to determine if additional response measures are warranted. Please understand that as this situation evolves, we may need to change the business continuity response. Customers should monitor the EBB for additional informational postings.

As always, Dominion Energy Ohio's Transportation Services representatives are available to assist customers and can be contacted at [eog\\_trans\\_serv@dominionenergy.com](mailto:eog_trans_serv@dominionenergy.com). In addition, end-use customers can contact your Account Manager if you have any questions or need assistance. We appreciate and value your business and stand ready to serve through this uncertain time.

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