

Dear Valued Customers:

As our customers and partners continue to feel the impact of the coronavirus (COVID-19), we realize the importance of keeping you updated on how Sequent Energy Management is responding to this event. As part of our regular emergency preparedness protocol, we began monitoring the threat posed by the coronavirus in January. We have comprehensive plans and processes in place to address its implications while working to preserve the same reliable service our clients always depend on 24/7. To maintain the safety of our employees and our community at large, Sequent employees will operate from home or a remote location until further notice. Given this we are committed to:

- Safe, reliable and efficient operations from our remote locations
- High-quality customer service and responsiveness throughout this event
- Focus on the safety, health and protection of our customers, employees, partners and community
- Continued communication with all stakeholder groups including regular website updates
- Always being ready to assist you in every way possible should you have additional natural gas needs or alternative delivery solutions during these trying times

We've put our continuity plans into place over the last several weeks. Based on guidance from the Centers for Disease Control and Prevention, other health officials and our own Southern Company Medical Directors, this week we began to enable most of our employees to work from home – mitigating exposure to peers while sustaining workflow. Our technology and communication capabilities allow most employees who can perform their responsibilities remotely to telecommute for an extended period. However, you can expect all our frontline and business support teams to continue to conduct business as usual while they are working creatively and intentionally to deliver excellent service.

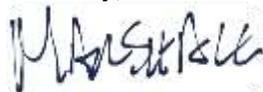
We've established policies and protocols for employees and associates to manage their health risks and help stop the spread of infection. If anyone on our team is experiencing any symptoms, employees know to contact our health resources. Employees are using conference calls in place of face-to-face meetings. Further, we have canceled non-critical business travel and you may be notified of changes to meetings or events and access to our facilities. Those employees returning from personal international travel must report to us and may be directed to stay home for 14 days and avoid contact with others.

For essential on-site employees, we are increasing the cleaning of high-touch areas for sanitation at all facilities, restricting visitors and enforcing CDC recommendations on personal hygiene. Social distancing strategies are encouraged.

We continue to closely monitor the situation while following best practices to minimize risk. If you have any questions or concerns or you need to update us on any needs and plans, please don't hesitate to reach out to your regular Sequent representative on their mobile phone or email. In the event you are unable to reach your Sequent representative, please call our main office number at 832-397-1700 and a Sequent assistant will help you. We care.

Thank you for your continued partnership in this challenging time.

Sincerely,



Marshall Lang
President