



## Responds to COVID-19

It is in times like these, that we realize the importance natural gas plays – both personally and economically – as a critical and reliable energy source used to heat homes, turn on lights, and power businesses so urgently needed now to produce critical supplies.

We are aware of the important role our transmission pipeline plays in the safe delivery of natural gas. Safety has always been and continues to be our 1st priority. This includes keeping our operations, employees, and communities safe; and making good on our commitment to our customers.

Although most of us could not have imagined that a health crisis of this magnitude would strike our country both physically and financially, you should know that Iroquois plans and prepares for many types of events through its Business Interruption Continuity (BIC) and Emergency Operating planning. To this end, Iroquois has formed a COVID-19 Task Force, implemented its BIC plan, and is taking proactive measures in doing our part to help prevent the spread of this virus, while continuing to safely operate our pipeline system.

### Steps Iroquois is Taking:

- Following the recommendations of public health experts, Iroquois closed its corporate office in Shelton, CT effective March 23, 2020. Iroquois provided all office employees with the necessary tools to perform their roles from home. They all have made a seamless transition to their new home-based workspace and are functioning on a full-time basis.
- To protect our critical operations personnel, Iroquois has activated its backup control center, tightened security access, adjusted personnel schedules, and increased sanitization protocols. Office telephone lines have been forwarded to employee cell phones to ensure that Iroquois' scheduling, contracting, and marketing personnel remain available through normal communication channels.
- All field technicians are practicing social distancing and may only enter the field office to which they report. Sanitizing these offices is being done by the technicians to eliminate potential outside exposure. They are prepared in the event that an elevated level of response is required, are equipped with essential personal protection equipment (PPE), and carry their Iroquois ID, driver's license and CISA "Guidance on the Essential Critical Infrastructure Workforce" with them at all times. Vendors performing essential work may enter a facility only if they have not traveled to a "hot zone" in the past 14 days. They must follow the company's practices of social distancing and wear the appropriate PPE.

This pandemic has had a deep impact in our tri-state region, as well as in the communities in which we operate. Iroquois takes pride in the fact that it helped stock many community food pantries in early March – just prior to the arrival of the virus – with employees donating close to 5000 units of food, and we continue to make assistance available through our charitable giving programs.

We are grateful for the healthcare workers and emergency responders that are on the frontline; and we remain committed to doing our part for the safety of everyone as we face this pandemic Alone and Together!

*Jeff Bruner*  
President