



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.

Iroquois Health and Safety Measures:

- Following the recommendations of public health experts Iroquois closed its corporate office in Shelton, CT on March 23, 2020 and provided all office employees with the necessary tools to perform their roles from home.
- During this time, Iroquois also activated its backup control center, tightened security access, adjusted personnel schedules, and increased sanitization protocols to protect our critical operations personnel. Office telephone lines were forwarded to employee cell phones to ensure that Iroquois' scheduling, contracting, and marketing personnel remain available through normal communication channels.
- As the State of Connecticut begins to ease restrictions, we expect that beginning August 17, 2020 approximately 100% of our Shelton, CT-based employees will be working from the office for at least one day per week. Iroquois is strictly following state guidelines and will not surpass a 50% capacity level within the office on any given day.
- Prior to re-entry into the office, employees must participate in a training program that provides important information on the health and safety precautions that have been initiated within the Shelton office.
- Iroquois has modified workstations within the corporate office, so that all employees are properly distanced from each other. The company has also made it mandatory for all employees to wear masks when entering or exiting the building and in office common areas. In addition, we have instituted increased cleaning to sanitize all areas of the office.
- Employees who have traveled to a "hot zone" or those who have used mass transit to and from any out of state location, must self-quarantine for 14 days while working from home prior to re-entry into an Iroquois office or facility.
- All New York and Connecticut 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 continues to have 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. Iroquois has continued its assistance through financial support of COVID relief funds in our hardest hit areas and significant contributions to regional and local food banks and pantries serving our pipeline communities.

We are grateful for the healthcare workers and emergency responders that serve 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