



Dear Valued Customers:

During the evolving coronavirus (COVID-19) outbreak, we're focused on what's important to you. We want to assure you that we have comprehensive plans and processes in place to address COVID-19 implications and that we will continue to deliver the same reliable service our customers depend on every day.

As always, we are committed to:

- The safety, health and protection of our customers, employees, partners and community
- Working with Atlanta Gas Light to deliver clean, safe, reliable and affordable natural gas
- High-quality customer service and responsiveness throughout this event
- Continued communication with our customers, including regular website updates

To maintain the safety of our employees and our community at large, most Georgia Natural Gas employees are teleworking until further notice – mitigating exposure to peers while continuing to work to ensure you continue to receive reliable service. We remain committed to high-quality customer service and encourage you to reach out to us for all your natural gas needs and concerns.

What To Expect Regarding Your Natural Gas Service

Following guidance from the Centers for Disease Control and Prevention (CDC), we are working with Atlanta Gas Light to ensure their employees are taking precautionary measures to mitigate exposure and limit any potential spread of infection. If an Atlanta Gas Light field service representative needs to perform work at your location, some of the safeguards we are taking include:

- Asking customers a series of questions before dispatching an Atlanta Gas Light field service representative to enter a home or business – which is sometimes required for service visits – to make sure we have enough information to safely work
- Practicing social distancing and personal hygiene precautions during service visits
- Frequent handwashing, using hand sanitizer and encouraging “cough etiquette”
- Providing employees with training, medical consultation and protective equipment, as necessary
- Directing employees to stay home if they are sick
- Canceling nonessential travel, abiding by all U.S. travel restrictions and limiting group interactions

Bill Payment Options

We are committed to helping customers who may be experiencing health and financial challenges and encourage them to call us at 877-850-6200. For residential and small business customers experiencing financial hardship due to COVID-19, we are offering the following support:

- While Atlanta Gas Light has suspended all service disconnections for nonpayment until April 13, we will continue to provide reminders to help you manage your gas bill.
- We are assessing the needs of our communities on an ongoing basis to make sure we're supporting them as much as possible. Throughout this time, we will work with customers to handle past-due obligations in a manageable way.
- If you need further assistance with paying your energy bill, please visit atlantagaslight.com/residential/energy-assistance for a comprehensive list of energy assistance options.

Given the impact of COVID-19, it is possible you may experience higher than normal wait times when calling us. We invite you to take advantage of our self-service features, which are available by phone at 877-850-6200 or online at gng.com, or you can email us at customerservice@gng.com.

Avoid Utility Scams

As a reminder, please be aware that criminals may try to take advantage of the situation surrounding COVID-19. If you have any questions or concerns about your gas bill, we encourage you contact our Customer Care Center or use our online resources to validate the status of your account.



Georgia Natural Gas®

When an Atlanta Gas Light representative or one of their contractors visits your home or business, they will provide their Atlanta Gas Light identification. If you have further concerns, please contact us at 877-850-6200 or Atlanta Gas Light Customer Care at 800-427-5463 to confirm that a representative has been scheduled to perform work at your premises.

We value you as a customer and appreciate the opportunity to serve you. If you have further questions for Georgia Natural Gas regarding this letter, please contact our Customer Care Center at 770-850-6200 or 877-850-6200. Also, be sure to check gng.com for up-to-date hours of operation.

Thank you for allowing us to serve you with clean, safe, reliable and affordable natural gas.