



To: All TransGas Customers

We hope you are staying safe and healthy as we all continue to navigate through the COVID-19 pandemic.

During these challenging times, SaskEnergy/TransGas wants to keep you updated on our plans to continue to meet your operational and business needs, while delivering the level of service you are accustomed to receiving. Providing safe and reliable natural gas service remains our focus and we appreciate your patience as we work through this situation.

Safe and Reliable Operations

SaskEnergy/TransGas has an obligation — as a natural gas transmission, distribution and storage company — to supply service to our customers. As we do this, the health and safety of our customers and employees is our top priority. Our facilities and infrastructure have not been impacted by the pandemic and we have contingency plans in place to support continued safe and reliable natural gas service to customers. A number of health and safety measures have been taken to protect our employees, and the public, including the use of proper PPE by frontline staff, physical distancing practices and wellness monitoring. As a precaution, we are also leveraging two Gas Control Centre's at separate locations to maintain the safe operation of our infrastructure.

Frontline groups have been provided with safety protocols to be followed during all operations and construction activities, including customer interactions, field and shop work, construction site processes, and when working in customer facilities.

Pandemic Preparedness

SaskEnergy/TransGas continues to monitor the COVID-19 situation for new developments and has plans in place to maintain critical services throughout the pandemic. Our corporate Pandemic Preparedness Plan focuses on protecting the health and safety of our personnel and the public, as well as on maintaining our ability to deliver core services to support natural gas delivery throughout Saskatchewan. We use an escalating multi-level approach to manage our pandemic response level as well as the corresponding activities that are enacted. The plan also includes business continuity planning for all areas of the company.

Capital Projects and Scheduled Maintenance

We are currently monitoring and reviewing all capital projects, scheduled maintenance and associated outages in consideration of the COVID-19 pandemic. At this time, some changes to our 2020-21 capital program are anticipated; adjustments to future expansion projects are also occurring as a result of

changing supply and demand requirements related to customer capital decisions. As always, TransGas will work with customers who are impacted as a result of any decisions made.

Ensuring that we have the necessary infrastructure in place when it is needed, while maintaining competitive rates for our customers, is important to TransGas and will be considered in any decisions that are made. If you have any information that would assist us in this process, and haven't done so already, we would greatly appreciate it if you could email this information to your Key Account Manager.

We Are Available

For our customers facing challenges related to the pandemic situation, please contact your Key Account Manager (KAM) to understand what options may be available. For any other questions or concerns, please don't hesitate to reach out to your [KAM](#) or to Tanya Lang from our TransGas Customer Service team.

Alexis Schmidt
Key Account Manager
(306) 777-9687
aschmidt@transgas.com

Adam Tulloch
Key Account Manager
(306) 777-9501
atulloch@transgas.com

Tanya Lang
Director, TransGas Customer Service
(306) 777-9811
tlang@transgas.com

Thank you for your patience as we work through this unprecedented situation together. Stay safe and take care.