



Right now, we are in unprecedented times and know that many people feel a great deal of uncertainty. One of the things you can take comfort in is knowing we will continue to deliver the same reliable service our customers depend on every day.

As part of the Southern Company family, we've been preparing for the COVID-19 outbreak since it began in January. Now that we're putting those plans into action, we thought it would be helpful to share some of the questions we've been receiving along with our responses:

Q: Will there be a supply impact as a result of COVID-19?

A: At this time, we do not anticipate the supply to be impacted as a result of COVID-19. The natural gas production and pipeline network infrastructure are robust and are designed to weather many factors. We, along with our industry partners, have comprehensive plans and processes in place to address the implications of the COVID-19 outbreak while maintaining safe, affordable and reliable service.

Q: What specific precautions are you taking as a company in this situation?

A: Our primary value as a company is Safety First. We are committed to the safety, health and well-being of employees, customers, business partners and the public. Our parent company, Southern Company, has enacted precautions and restrictions related to the coronavirus (COVID-19) that apply to both Florida Natural Gas (FNG) employees and all suppliers and contractors who access our facilities. As a preventative measure, FNG has directed all system employees who can perform their responsibilities remotely to begin teleworking from Friday, March 13, until further notice. We have limited business travel for our employees to only travel considered critical to the function of our business and encourage that any meeting that can effectively be held virtually via conference call, video conference or similar means should be. Additionally, we are providing information to all our employees for reminders on personal hygiene measures and social distancing guidelines as recommended by the Centers for Disease Control and Prevention.

Q: My business has been impacted by this outbreak, what steps can you take to assist me?

A: First and foremost, we are committed to helping our customers who may be experiencing challenges and encourage them to call us. (Please either call your dedicated energy manager directly or call the customer care number on your most recent invoice.) We are working with local utilities to support any process changes, including suspension of service disconnections for nonpayment where applicable. During this time, we are continuing to manage business as usual, but will work with customers who may be facing unique challenges.

We appreciate your continued business with us. For more detailed questions, please reach out to your dedicated energy manager, or for regular updates about COVID-19, go to onlyfng.com, or call our call center at 1-877-4-FNG-GAS (1-877-436-4427).