



ELIZABETHTOWN GAS

Dear Valued Customer,

As we navigate these uncertain times, I am in awe of the strength and resilience of our community. Especially inspiring is the response of our medical community and first responders who continue to selflessly hold the line against this pandemic to protect each and every one of us. I'm also incredibly grateful for the unsung heroes ensuring our basic needs can be met, including those supporting our supply chain, grocery and food service providers, and pharmacies, among others.

Elizabethtown Gas too has many dedicated employees on the front lines – working to maintain safe, reliable, affordable - and uninterrupted - natural gas service for our customers. As a company and a community, we appreciate their efforts as they provide essential infrastructure maintenance and emergency response both in homes, when necessary, and in the field. Rest assured, our commitment to safety – yours, our employees, and that of the communities we serve – remains our highest priority. That's why our employees are working in strict accordance with guidelines set by federal, state, and local health agencies, that are shared by so many of our utility peers across the nation – whether in the field or at home wherever possible.

Further, in honor of the commitment and sacrifice being made by so many throughout this extraordinary situation, Elizabethtown Gas is also:

- Suspending shut offs for non-payment
- Providing tools for customers to access their accounts remotely; offering payment arrangements to help resolve any unpaid balances; encouraging Budget Billing to average payments over a 12-month period; and working with local agencies to educate customers about the financial assistance options available
- Providing a \$25,000 grant to Trinitas Regional Medical Center to purchase much-needed supplies
- Providing a \$50,000 grant from our parent company, SJI, to the New Jersey Pandemic Relief Fund to support our community in fighting the medical, social and economic impact of COVID-19 on New Jersey's most vulnerable

We appreciate you as a customer. Know that Elizabethtown Gas is committed to partnering with you, our leaders and regulators, and our dedicated employees to keep your homes warm and ensure you can keep up with the daily demands of life – from drying your laundry to cooking a meal or heating water. Together, we will get through this.

Sincerely,

Christie McMullen

President, Elizabethtown Gas