

Community Brief

As our community continues to feel the impact of the coronavirus (COVID-19), Virginia Natural Gas (VNG) is taking a comprehensive approach to supporting our customers and communities during this unusual and challenging time.



COVID-19 Operations Update – Keeping our employees and the community safe

Our focus today, as always, remains on delivering clean, safe, reliable and affordable natural gas to our customers. Based on guidance from the Centers for Disease Control and Prevention (CDC) we are taking appropriate precautions based on the most up-to-date science and information available to protect the health and safety of our employees and customers while continuing our business operations.

We have successfully implemented new measures to address social distancing and adjusted our operations to operate remotely while maintaining our normal service standards and compliance obligations. Our non-essential employees are working from home while essential employees and contractors are working with additional safeguards in place to support our core utility functions. We have taken decisive action and equipped our field employees with additional vehicles to enable them to travel alone, supplied personal protective equipment for their safety and to protect the community, and have provided training on personal hygiene and public health best practices.

Occasionally, our employees must enter homes and businesses for a variety of reasons such as to light a pilot light for a new homeowner or to investigate a possible gas leak. In the rare event of an outage in our area, industry protocols require our employees to enter the premises to inspect and relight appliances. Those needs continue to arise even under the strictest of quarantines, and we are prepared to safely serve the critical role of providing the energy needed to keep our communities fueled for life.

virginiannaturalgas.com

Donating to Local Non-Profits in Support of Coronavirus Response and Relief Efforts



To help lessen the health, community and economic impacts of the pandemic, VNG, along with our parent organization Southern Company Gas and its charitable foundation, has donated more than \$300,000 to local relief organizations including:



Additionally, we have suspended late fees and service disconnections for nonpayment, continuing service for those economically impacted by COVID-19.



April is National Safe Digging Month

With so many Virginians taking this time to tackle outdoor projects, Virginia Natural Gas has implemented our annual campaign to remind customers of the importance of calling **811** prior to any digging project to ensure safe digging practices. This year we're introducing our online "**Safety Arcade**" to help families with children at home stay entertained and engaged. This fun and interactive website is filled with educational games that utilize STEM concepts to teach children about natural gas safety.



Celebrate Earth Month

This year marks the 50th anniversary of Earth Day. However, with the presence of COVID-19 and the Shelter-in-Place order, we have shifted our focus to celebrate Earth Day and Earth Month remotely and safely in our own homes.

Here is a list of earth-friendly activities you can do to still celebrate important milestone while staying home. We encourage you to share these activities with us on social media to help drive positive action for our planet.

- Plant flowers in your yard or start a garden
- Start (or continue) a recycling bin in your home
- Set up a bird feeder
- Go on a nature walk (following the CDC guidelines of remaining 6 feet apart from others)
- Pick up any litter or trash you see while out for a walk or run
- Work on any neighborhood beautification projects
- Find ways to conserve water in your home
- If you do spring cleaning, find ways to recycle your old clothing
- Challenge your family to complete crafts with recycled material – some links are below:
 - kixcereal.com/kix-cereal-6-earth-day-crafts-from-recycled
 - materialshisugarplum.com/celebrate-earth
- If you have children at home, involve them in Earth Month activities like the ones below:
 - pinterest.com/montessorimarnie/earth-day-activities-for-kids
 - weareteachers.com/earth-day-crafts-classroom-activities

For additional information about Earth Day, visit earthday.org.

To learn more about what Virginia Natural Gas, and our parent company Southern Company Gas is doing to protect the environment, visit southerncompanygas.com/environment.



Customers

More than **300,000** homes and businesses

Employees

300

Infrastructure

5,500 Miles of pipeline

280 Fleet vehicles (on and off road)

Regional Offices

Virginia Beach
Newport News

Proudly Serving

City of Virginia Beach
City of Chesapeake
City of Norfolk
City of Suffolk
City of Hampton
City of Newport News
City of Williamsburg
City of Poquoson
James City County
York County
King and Queen County
King William County
Hanover County
New Kent County
Charles City County

Parent Company

Southern Company (SO)

Stay in the know. Follow us on social media and join in the conversation – #VNGCares #FuelForLife #FutureOfEnergy

