

It's been one year!

View highlights of what our companies, employees and their families have done TOGETHER in response to COVID-19.

Business Operations

We've continued work to fuel customers' homes and businesses.

Nearly **60%** of our frontline personnel have continued to report to work and provide clean, safe, reliable and affordable natural gas to our customers.



Field employees have completed **> 1.7M service/emergency** work orders, with some entering homes and businesses of customers who are COVID-19 suspected or confirmed.



With safety being our No. 1 value, multiple COVID-19 safety job aids and other supplemental materials were provided to keep employees and customers safe.



Fleet rented **24 vehicles** for local distribution companies in Georgia and Virginia to help crews drive socially distanced.

To support our business-critical employees, we acquired:

465K

Washable Masks



313K

Disposable Masks



27,500

Coveralls



308K

Hand Sanitizer Bottles (including in partnership with the Old Fourth Ward Distillery in Atlanta)



12K

Soap Bottles



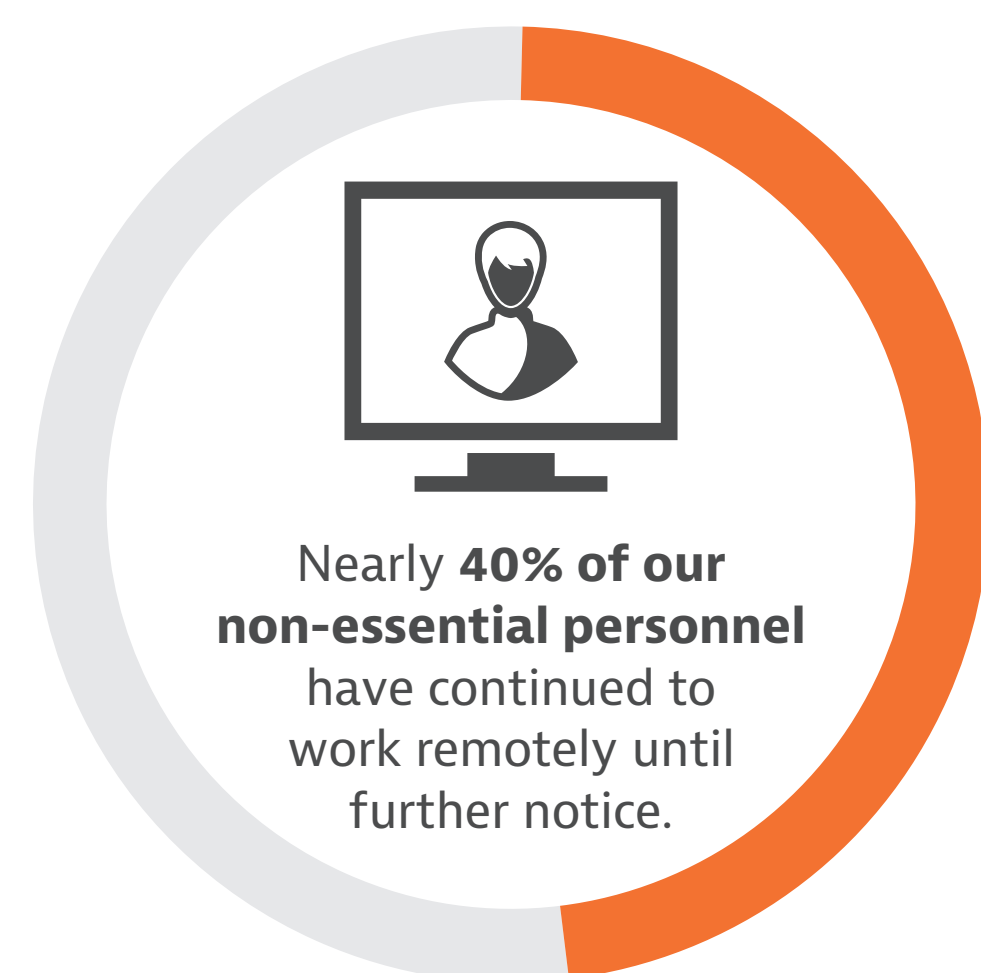
1.4M

Nitrile Gloves



73K

Disinfecting Wipes/Sprays/Cleaners



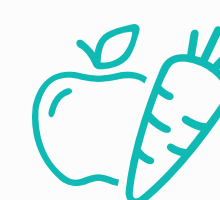
> 94% CONTACT CENTER REPS Transitioning to home-based work within **10 days**.

Community Investments

We've continued to help minimize health, community and economic impacts where we serve.

The Southern Company Gas Foundation, Southern Company Gas and its subsidiaries **together** have invested **> \$3M** to support COVID-19 relief efforts in GA, IL, LA, TN, TX and VA.

Atlanta Gas Light, Chattanooga Gas, Nicor Gas and Virginia Natural Gas employees and their families **together**:



Held drive-through food drives and facilitated the delivery of **> 150,000 meals** across Southern Company Gas territories.



Donated **2,600 new coats** to elementary school children from low-income families through partnerships with Operation Warm.

We have extended additional resources to customers in need through corporate partnerships and the generosity of our customers.



Together with Shipt, Target Corp's grocery delivery business, **> 60K care packages** with food and household essentials were delivered to the homes of **5,800 customers** in need across **> 180 towns** in Georgia, Illinois, Tennessee and Virginia.

Chattanooga Gas, Nicor Gas and Virginia Natural Gas customers **together** donated **> \$160K** between March and October to company-sponsored energy assistance programs to help other customers facing financial hardship. Funds represented a **20% increase** over customer donations received during the same period last year.

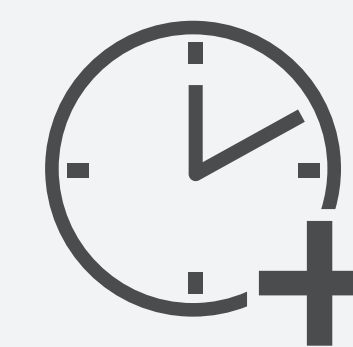


Customer Assistance

We've continued to help minimize the burden on customers facing financial hardships.

Suspended service disconnections for nonpayment and waived late payment fees.

Extended payment arrangement installments for Chattanooga Gas, Nicor Gas and Virginia Natural Gas customers, with no need for a down payment.



69% of payment arrangements were made through My Account and IVR self-service channels, a **13% increase over 2019**.

22% of customers > 60 days or \$50 past due made DPAs within seven days of receiving text message prompts between August and October.



Connected customers facing financial hardship to **> \$29.4M of available energy assistance funding**, a **28% increase** in dollars received in comparison to 2019.

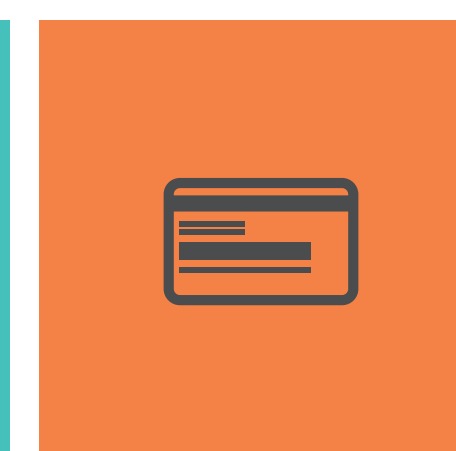


> 110K customers received funds to help pay their past-due balances, a **51% increase** in comparison to 2019.

Funding continues to be allocated through existing energy assistance programs, new **CARES Act** and the following new company-sponsored programs:



Nicor Gas Energy Aide and Bill Payment Assistance Programs



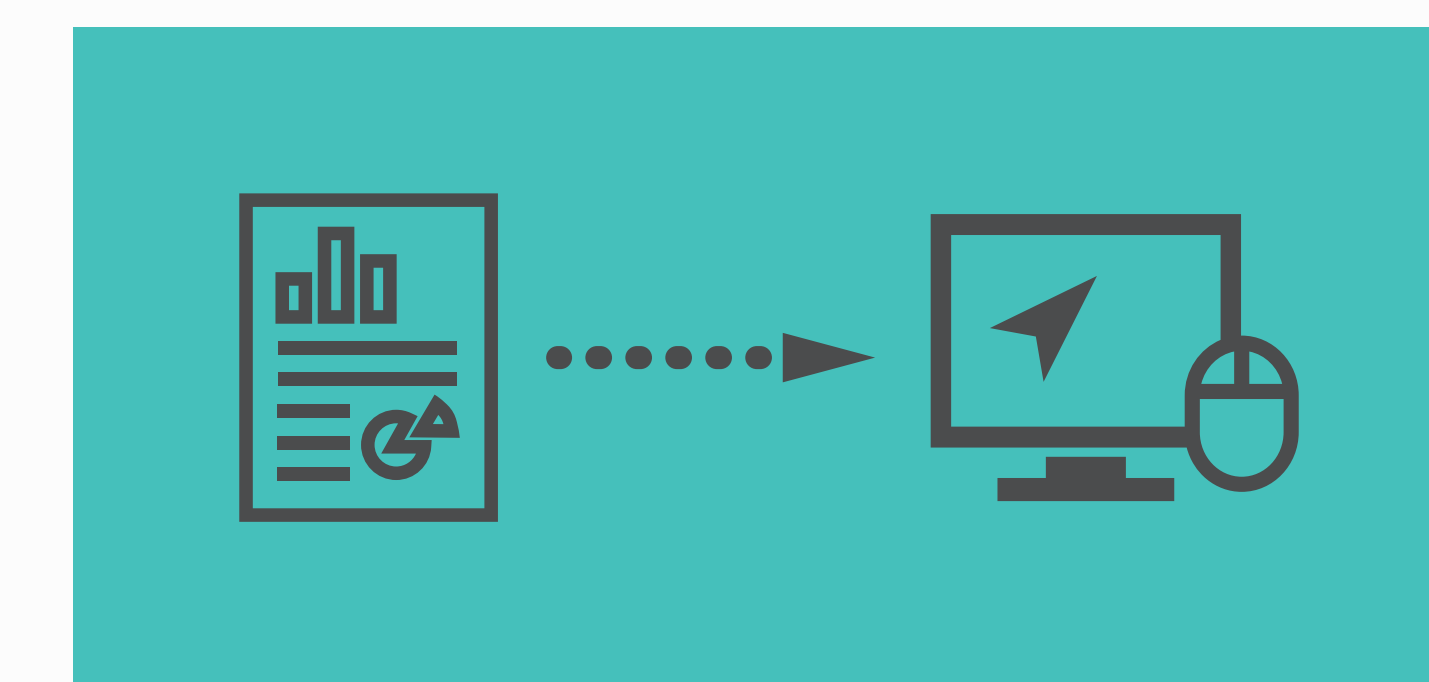
Chattanooga Gas Alternative Payment Program



Virginia Natural Gas Coronavirus Relief Fund

Company Performance

Even as challenging as it was to respond to COVID-19 in 2020, we had one of our best performance years.



Transitioned **> 1M** Chattanooga Gas, Nicor Gas and Virginia Natural Gas customers to paperless billing, who **together** are positively impacting the environment and customer satisfaction. From March to December, **103,356 customers went paperless**, compared to 51,913 customers during the same period in 2019.

11 years of continual year-over-year growth in customer satisfaction and higher than prior-year scoring for customer transaction surveys.

