



March 23, 2020

Dear NGA members:

The COVID-19 coronavirus pandemic has had a significant and severe impact on businesses and individuals throughout the United States and beyond. NGA is no exception. I wanted to give you an update on the initiatives undertaken by NGA on behalf of its members during these challenging times.

On March 4th, NGA's Operating Managing Committee, the committee governing NGA's comprehensive operations-related initiatives, met and directed NGA staff to immediately convene its various State Advisory Committees to assist the LDCs operating in specific states. Since that date, NGA has met with state advisory committees in Connecticut, Maine, Massachusetts, New Jersey, New York and Pennsylvania. As a result of these meetings, NGA staff - in support of specific efforts by many LDCs - has had conversations with multiple representatives of pipeline safety divisions and the US Department of Transportation's Pipeline Hazardous Materials and Safety Administration (PHMSA) to help companies understand individual state positions on rules and regulations as companies strive to interact with and protect customers and their workforces. NGA has also convened meetings with the committees that oversee our comprehensive Operator Qualification and Pipe Joining program, gas controllers, electric-gas grid coordination, customer service managers, and will soon convene a meeting with individuals working on Supply Chain activities.

The following is an update on initiatives in the 4 areas under which NGA conducts the majority of its activities:

Operator Qualification and Pipe Joining Qualification (OQ&PJ). On March 17, NGA was notified by Prometric, the third-party entity that conducts on-line testing for the 17 gas companies and more than 350 contractors who participate in NGA's program that it was shutting down all testing in the United States and Canada. [Prometric is a leading provider of technology-enabled testing and administers more than 700 million tests annually at locations in more than 160 countries around the world. For NGA, Prometric oversees testing at more than 50 locations throughout the 9 states in which NGA has members.]

On the same day, NGA made the decision to suspend the performance evaluation component of the program.

Understanding that these actions would soon impact the qualifications of some of the more than 25,000 individuals who are in NGA's data base, NGA contacted officials at PHMSA and the states' pipeline safety divisions to seek appropriate regulatory relief due to these exigent circumstances.

Education and Training. The pandemic has had a significant impact on the scheduling of NGA's large number of education and training initiatives. NGA has cancelled, suspended or postponed all face-to-face meetings through the end of April, 2020 and will take further action as warranted. NGA is utilizing telephone conference and videoconference technology to conduct a plethora of committee meetings. NGA has canceled its Contractor Workshop/Spring Operations Conference and Market Trends Forum



and postponed several sessions of LNG training at the MA Firefighting Academy. NGA is proceeding with a 'virtual' Spring Operations Conference, two half days, including exhibitors.

Safety and Advocacy. NGA is pursuing the two major initiatives in this area. The Public Awareness Program will proceed in the coming weeks as scheduled and run 'Call Before You Dig' messages in 21 media markets in 9 states, aimed at reaching 16 million individuals and households. Also, NGA is continuing its aggressive and comprehensive pursuit of Pipeline Safety Management Systems and remains on schedule to complete its inaugural effort this summer.

NYSEARCH: NGA's RD&D program – NYSEARCH - conducted its quarterly meeting last week utilizing videoconference technology. Representatives of 18 of NYSEARCH's 21 member companies participated in the 3-day meeting and reviewed 7 projects for funding totaling \$1,600,000. All selected NYSEARCH projects support pipeline safety and the integrity of natural gas distribution infrastructure.

The NGA staff has transitioned to a work-from-home environment to protect the health and well-being of all employees. NGA had established a Business Continuity Plan which allows NGA to conduct its many meetings by teleconference and videoconference and meet all financial obligations.

Like you, we are hoping to return to our normal environment as soon as practicable but continue to support your companies under the present environment for as long as it exists.

The NGA staff joins me in wishing you, your families and your colleagues good health and a safe environment. We will continue to update you as circumstances progress.

Very truly yours,

A handwritten signature in black ink, appearing to read 'Tom', written in a cursive style.

Tom Kiley
President and CEO