Columbia Gas of Pennsylvania
A NiSource Company

Columbia Gas of Pennsylvania, Inc.
2026-2027 Winter Reliability Overview

1. Winter Readiness

Provide a summary of your company's winter preventative maintenance program(s) which directly facilitate safe and reliable service over the heating season. Provide a description of any potential best practices including any new leak detection programs.

Winter Operations Preparedness

Columbia Gas of Pennsylvania, Inc.'s ("Columbia" or the "Company") 2026-2027 Winter Operations Plan includes an assessment of all distribution facilities to ensure that adequate capacity and pressures are available to serve projected peak day demand. Considered in the assessment are facility performance under last year's peak demand, system improvements, upgrades and reconfigurations over the past year, along with changes in customer demand. This assessment determines the appropriate monitoring activities to be performed throughout the winter season.

Columbia recently enhanced its Emergency Management program by incorporating a meteorologist into the emergency management team. This addition ensures that there are expert insights on weather patterns and potential climatic threats. The meteorologist plays a crucial role in monitoring and interpreting weather data, which allows for more accurate and timely decision-making. Furthermore, the Company has developed a dedicated watch desk responsible for assessing, surveilling, and warning leaders about identified geo-threats. This watch desk operates around the clock, utilizing meteorological tools and technologies to track weather conditions in real-time. By doing so, the Company can provide early warnings and actionable information to the leadership team, enabling them to take proactive measures to mitigate any adverse impacts on the delivery system. These enhancements to the emergency procedures ensure that the Company is better prepared to respond to climatic conditions, thereby safeguarding its operations and maintaining the reliability of the delivery system.

Winter Operations Monitoring

Winter Operations Monitoring involves the recording of distribution system pressures at particular intervals of winter ambient temperatures. Collecting and compiling winter operations information enables Operations & Gas Control, Engineering, and Measurement & Regulation personnel to proactively address operational issues and provides a platform for system planning and modeling.

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Emergency Dispatch

Columbia operates a fully automated call-out process for emergency response with Service personnel on an Emergency Response Rotation. This means that Columbia's emergency response personnel are available on rotation 24 hours a day, 7 days a week, and 365 days a year to respond to emergencies on its distribution system.

2. Employee Safety/Readiness

Provide a description of any procedures and/or training protocols your company uses to ensure personnel are adequately prepared and staffed for the heating season. Also, provide a summary of your organization's participation in emergency preparedness exercises over the past 12 months, whether internal or with external stakeholders. Describe the general scenarios simulated.

Employee Safety

Columbia's 2026 safety strategy reinforces a sustainable safety culture through employee accountability and proactive risk management which includes timely safety communications, data-driven insights, and coordinated seasonal readiness efforts. Weekly safety messages, monthly Safety Insights documents and the Winter Preparedness Safety Initiative provide leaders and employees with practical tools to identify emerging hazards, strengthen field observations, prepare facilities and vehicles, and protect employees, contractors, customers, and the communities we serve.

In 2026, Columbia's safety professionals continue to provide leaders with a weekly safety communication highlighting emerging risks, incident and seasonal trends, and practical prevention measures. Leaders use this resource to share safety information, review recent safety events, guide safety tailgate discussions with frontline employees and reinforce awareness of priority hazards, including slips, trips, and falls, cold stress, safe driving, winter vehicle and facility readiness, deer strikes, and other field-related risks.

Columbia communicated our annual 2026 cold-weather readiness message in late August. The safety communication calls for leaders and employees to prepare early for first frost and winter conditions by assessing changing hazards, readying vehicles, facilities, equipment, and approved cold-weather PPE, and incorporating local conditions into daily planning and pre-job briefings. The guidance emphasizes proactive preparation to reduce slips and falls, vehicle and equipment risks, cold-related performance issues, and other seasonal hazards before conditions change.

In 2026, Columbia continues to develop and distribute a monthly Safety Insight for leaders and employees. This data-driven resource highlights lessons learned from

recent incidents, upcoming safety priorities, important announcements, and practical actions to reduce seasonal risks. Leaders use the monthly focus to strengthen field safety observations and prepare their teams to identify and mitigate prevalent hazards, particularly those that historically increase during the fourth quarter.

The Safety Insight document contains clickable links designed to direct the leader or employee to additional resources to better understand the topic. The links provide more context and help the leader prepare for safety tailgate discussions with their teams. These resources may include one-page tailgates, safety dashboards, additional safety information and guidance, and further supporting safety tools and resources.

Each year, Columbia communicates a Winter Preparedness Safety Initiative at the start of the Fall season. This program includes safety messaging and a seasonal checklist aimed at winter preparedness for our facilities, job site locations and for the Company's vehicles. Seasonal safety items and supplies for facility locations and vehicles are acquired proactively before the arrival of winter weather. The initiative includes updating and implementing facility snow and ice removal plans and securing winter supplies. Facility needs such as anti-slip mats and signage, snow melt materials, and shovels are addressed.

At this time, Columbia also shares reminders and provides employees with the proper cold weather personal protective equipment, anti-slip footwear, helmet liners and heavy clothing needed to perform work safely during winter months. Columbia employees can also work with their leaders to obtain any additional seasonal safety equipment or items needed.

The Winter Preparedness Safety Initiative also includes a Winter Readiness Vehicle Checklist which is shared with field employees to ensure they have what they need to drive safely. Leaders ensure that the field employees have snow brushes, ice scrapers, cold weather washer fluid, salt/sand, and other safety materials to prepare for seasonal work and travel.

In 2026, the Company continues to communicate a daily weather brief for each that includes the weather report for the current day and the week ahead. This weather report will assist leadership and employees with planning work and to better prepare them to perform their work tasks more safely.

Columbia is committed to safety, and we recognize that effective responses to incidents are a product of both rigorous preparation and strong collaboration with community partners. The Company maintains this commitment through providing ongoing education for all levels of employees, and engagement with local responders and the community. Columbia utilizes a robust roster of Incident Command System (ICS) trained employees to ensure safe, effective, and efficient incident response. The ICS framework ensures clear responsibilities, common terminology, and effective coordination and

communication with public safety responders. As part of Columbia's comprehensive training and exercise program, the Company facilitates or participates in multiple exercises throughout the year.

In 2026:

- On June 30, Columbia conducted a full-scale emergency response exercise in Uniontown, Pennsylvania, involving local gas operations personnel and leadership, local emergency responders, the Fayette County 911 Center, customers, and representatives from other utilities.

- On August 11, Columbia conducted a full-scale exercise in Ambridge, PA, involving local gas operations personnel and leadership, local emergency responders, the Beaver County 911 Center, customers, and representatives from other utilities.

All of these experiences provide an opportunity to assess performance and gauge operational readiness. These events are found to be mutually beneficial in enhancing the Company's framework of preparedness while building relationships in the community for a more effective emergency response. Columbia is invested in continual improvement, and the lessons learned will be leveraged from previous incidents, exercises, and industry best practices to enhance readiness across all levels.

Staffing

Columbia's Operations Planning team, in conjunction with local operating center leadership, evaluate projected workloads by activity and develop an annual staffing plan to ensure preparedness. These plans are used to coordinate the hiring and training of new employees throughout the year. The plans also identify shift placement to best match workload demands and enhance response to emergency situations.

Personnel Preparedness

In addition to ongoing training and qualification programs, the development of the Winter Operations Plan provides an opportunity for Field Operations personnel to better understand how their systems operate. This process includes a review of system performance during the previous year's heating season, changes made to the system, and key monitoring points. Collecting and compiling winter operations information enables Operations & Gas Control, Engineering and Measurement & Regulation personnel to proactively address operational issues and provides a platform for system planning and modeling.

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3. Communications Outreach

Provide a summary of the communications procedures your company has in place to effectively manage potential crisis events during the heating season. Include a description of outreach activities and any exercises done with local and regional emergency management organizations to coordinate emergency response procedures.

Columbia's Customer Care Center has up-to-date information, such as talking points and Q&As, to respond to customer inquiries in the event of any emergency or outage. As service interruptions can vary in nature and range – and therefore require different levels of customer outreach – Columbia will take the following additional steps to communicate with impacted customers, as appropriate:

a. Web Page Customer Alert – "Customer Alert" posted on Columbia's website. This includes an alert banner on the home page with a link to an "Outage/Alert Center" page, with regularly posted updates when new information is received, including information on what causes outages, and an explanation and video of how Columbia Gas restores service after an outage.

b. Local Public Official Notification – Notify appropriate local public officials (i.e. legislators, town managers, public/safety works directors, public information officers, emergency response officials, etc.) as well as the Commission to ensure that all critical external stakeholders are identified and the response is coordinated.

c. Media Statement/News Release – As appropriate, issue a media statement and/or a targeted news release with incident details. For example, an outage release would include the location of outage, number of customers impacted, estimated date and time for service restoration, and the location of warming centers. Any news release will be followed by targeted outreach and updates to local media contacts, with an awareness of news cycle times, in an attempt to provide the most up-to-date information through public dissemination of information.

d. On-camera Interviews, Media Briefings or Targeted Media Outreach – As appropriate, hold media briefings to update the news media, or participate in live or filmed news clips and provide targeted outreach and updates to local media contacts, with an awareness of news cycle times, in an attempt to provide the most up-to-date information through public dissemination of information.

e. Social Media – Post regular, time-sensitive outage/emergency updates on Columbia's X, Facebook, and Nextdoor pages to provide regular updates to customers, link customers to the Alert Center page, communicate the location(s) of warming center(s), respond to messages received from customers sent through social media channels, and educate affected customers on the process for restoration of service.

f. Customer Emails – When appropriate, send targeted emails to impacted customers with outage/emergency information, the location of warming center(s), instructions for the restoration of service and links to the company's Outage/Alert Center page.

g. Text Messaging – When appropriate, send text messages to targeted customers, with outage/emergency information, including the location of warming centers(s), instructions for the restoration of service and links to the company's Outage/Alert Center page.

h. Warming Center Coordination – If needed, partner with local Volunteer Fire Departments, Emergency Management organizations, and Red Cross chapters to establish a warming center for impacted customers while their service is interrupted. If shelters are open, utilize news media, Columbia's website, social media channels, and the customer email system to disseminate information (location, hours, and resources available).

i. Reverse 911 or Other Applicable Phone Lists – Where applicable, work with emergency management agencies about using county Reverse 911 system, emergency alert, or school district notification systems to communicate with the community during outages and restoration efforts.

4. Gas Supply and Planning

Describe the methods and protocols your company uses to ensure reliable gas delivery at least cost during the heating season. Include how your company plans to manage peak demand days, capacity planning, interstate supply coordination, storage, curtailment, and weather forecasting. Provide a description of any best practices, including communications and coordination with natural gas suppliers and interruptible service customers on your system ahead of anticipated peak usage.

To ensure that it can meet its firm service obligations, Columbia has longstanding daily and winter season "Design Criteria" which serve as the basis for the design and management of its supply/capacity portfolio. Columbia's Design Day Temperature has a 6.67% probability of occurrence and Columbia's Design Winter Season is based on colder temperatures having a 10% probability. More specifically, there is a 1 in 15 chance that actual temperatures could exceed Columbia's Design Day Temperature of -5 degrees, and a 1 in 10 chance that the weather could exceed Columbia's Design Winter Season criteria. These criteria serve as the basis for the design of Columbia's supply and capacity portfolio and Columbia's management of its assets to ensure its ability to reliably fulfill its firm service obligations.

Columbia is well positioned to meet its firm service obligations for the 2026-2027 Winter Season. Columbia secures its winter supplies primarily in two ways. First, Columbia

contracts for firm supplies equal to its expected purchase needs for the three coldest months of December through February, prior to the start of the winter season. Secondly, Columbia fills its firm pipeline storage services to a level of approximately 97 percent by November 1 each year. Further, Columbia manages its assets daily in a manner that ensures reliable service in the short term through the use of a 5-day weather forecast from a commercial weather service. In the longer term, Columbia protects its firm seasonal service obligations based on managing its assets to meet the "Design Criteria" throughout the winter period. For the 2026-2027 Winter Season, assuming normal weather, Columbia expects to service Firm Sales Markets with approximately a 39/61 split between Firm Purchases and Storage Withdrawals. On a Design Day, at an average daily temperature of -5 degrees, Storage Withdrawals will make up an even greater portion of Columbia's service to Firm Sales Markets, approaching 68%. Columbia would not expect curtailment of any firm requirements.

5. Natural Gas Demand from Electric Generators

Provide your company's view on any potential concerns about fuel availability over the winter heating season given the increased demand for natural gas as an electric generation fuel source and possible increased use of firm gas transportation service. Include any new protocols or plans your company may have in place to manage this new dynamic.

In recognition of the planning criteria and processes described in the Gas Supply and Planning section above, Columbia is confident about the adequacy of supply and the availability of firm transportation service to meet its firm service obligations for the upcoming winter. As has been noted, Columbia's supply/capacity portfolio and associated management throughout the winter season are predicated on the occurrence of extreme cold daily and seasonal temperatures having rather limited probabilities of occurrence, with the foremost objective being the maintenance of safe, reliable service. For these reasons, the prospect of increased demand for natural gas or increased use of firm transportation service for the purpose of electric generation present Columbia with no undue cause for concern. In fact, Columbia fully supports the concept of firm transportation service capacity being used for such purpose. Because of Columbia's longstanding policies and practices regarding supply and capacity, along with their actual management, no new plans or protocols currently need to be developed or instituted as a result of the prospective increased use of natural gas for electric generation.