Peoples Natural Gas Company
2026 Winter Readiness

Peoples Natural Gas prepares for each winter to ensure that there is adequate gas supply coming into their systems to meet the needs of all customers, that our systems will perform under peak conditions, and, in the unlikely event that we encounter a gas emergency or outage, that we are prepared to respond and restore service as quickly as possible.

Gas Supply and Planning

Supply Planning Cycle

Peoples' Gas Supply department prepares a natural gas supply plan prior to each summer and winter operating season. Development of the current 2026-27 winter plan began during the 2026 summer season. The summer planning session, typically held in April, begins with a "look back" to the previous winter for issues that may need to be addressed or changed for the upcoming winter. In particular, the Company's focus was on the weather experienced during last winter and the impacts that it had on the Company's gas supply. The final current winter plan was developed and presented in October to Company management. Year-to-year modifications to the plan may be made based on planned events such as the upcoming construction and maintenance schedules under the direction of the Operations Department. As part of the development of the winter plan, the company also examines other important factors such as the need for natural gas supply delivered to isolated systems, service requirements for new customers, timing of storage inventory verification tests, changes to Maximum Allowable Operating Pressures (MAOP) on our pipelines, and the availability of new gas supply sources. Peoples also examined how it can maximize the benefit of local gas and storage contracts with the ultimate goals of meeting peak day deliverability and maximizing storage inventory turn.

Contracting Gas Supply and Capacity

Implementation of the final winter plan requires Peoples' Gas Supply department to execute various gas supply commodity and capacity arrangements. In terms of capacity, each year within the company's 1307(f) filing, Peoples calculates a design day demand for the following winter season. This demand is then compared to the available capacity within the company's existing portfolio. To the extent that the demand exceeds the capacity, Peoples will seek to acquire incremental capacity to meet those needs. Peoples' winter purchasing strategy is to build a robust gas supply portfolio consisting of a combination of purchases based on monthly contract prices and daily pricing markets. This approach, which was developed through the annual 1307(f) process, is used to minimize customer price exposure to any one market condition. In addition to normal supply purchasing, Peoples also evaluates the need for supply at isolated points on the system. The need for gas supply at these points does not change significantly from year to year. Typically, Peoples will issue Requests for Proposals for firm delivered supply along with evaluating capacity release and direct pipeline capacity purchase options for these portions of the distribution system. For the upcoming winter of 2026-27, Peoples current commodity supply arrangements will ensure adequate gas supply availability but does not protect against the recent run up in natural gas prices.

Storage Planning

The use of a combination of on-system and upstream natural gas storage is an important part of the winter supply plan. Storage is used primarily to manage the variability in supply needs or deliverability resulting from changing temperatures and customer usage. Typically, the quantity of gas available from storage at any one time, also known as deliverability, is a function of inventory levels. Early in the winter season, Peoples will manage storage inventory to retain deliverability as required to meet design day demand and for reliable service throughout the winter season. Peoples storage contracts will provide approximately 50% of Peoples supply needs this winter under normal weather.

Emergency Curtailment Plans

Peoples has developed and has in place a detailed Natural Gas Emergency Plan that addresses all of the critical issues set forth at 52 Pa. Code § 59.72(c). Moreover, when developing the upcoming winter plan, Peoples also takes into consideration the Rules and Regulations governing service to Natural Gas Suppliers ("NGS") and Critical Day Planning events that could lead to system emergencies or threaten system integrity. These rules, which are set forth in the Company's tariffs, provide Peoples with the authority to request and/or require NGSs or customers to take certain actions to protect, maintain, or reestablish safe operation of the system. The Company will communicate with NGSs though its' Electronic Bulletin Board (EBB), email and/or phone any actions required by NGSs during a Critical Day Planning event.

Weather and Forecasting

Weather and Forecasting are an important component to managing the natural gas supply needs during the winter period. Peoples has developed a daily process for managing the short-term (next day) and longer-term (next 3 days) supply requirements for the system. The quantitative methods and temperature data used in our forecasting processes are continually reviewed and modified in order to provide effective and accurate forecasts. During periods of extreme temperatures, Gas Supply personnel are in nearly constant contact with Peoples' Gas Control department personnel in order to monitor distribution system performance and maintain adequate supply.

Natural Gas Demand from Electric Utility Generators

Peoples does not anticipate any issues with supply availability related to the use of natural gas for electric generation. There are adequate supplies and capacity available within our service territory and to help ensure uninterrupted supply for our customers. Peoples' Gas Supply personnel continue to work with the operators of natural gas generators on our system to facilitate timely communication of generator schedules in order to ensure optimum system operations.

Field Operations Winter Preparedness

Winter Operations Planning

In the fall, a winter operations preparedness meeting is conducted with Field Operations, Engineering, Gas Supply, Gas Control, and System Modeling personnel to review system performance during the prior winter period and address:

- Distribution pipelines that had deliverability issues and systems with low pressures are reviewed to make sure these deficiencies were corrected during the year.
- Maintenance checklists are reviewed for all critical regulating station facilities, compressor stations and storage facilities to ensure proper operation for winter deliverability.
- Odorization equipment is inspected regularly throughout the winter season. Remote monitoring and alarms are installed at several locations.
- Significant construction projects occurring on the transmission system or compressor stations that may interfere with system gas supply throughout the distribution system
- And to ensure that Field Operations had sufficient material to address facility issues during the winter period.

In addition, Emergency Simulations are conducted prior to the winter to assure that all personnel are ready to perform should an actual emergency situation arise. Emergency Simulation Exercises are centered around the procedures found in the Peoples Emergency Response Plan.

- The simulations are conducted with local field and office operations personnel present.
- Each simulation incorporates details that are specific to the region/shop (such as reg stations, system MAOP's, operating pressures, large commercial/industrial customers, etc.).
- The Peoples Emergency Response Plan, Peoples SOP's and Peoples Job Procedures are referenced and followed throughout the simulation.
- Emphasis is given to Appendix ER-3 of the Peoples Emergency Response Plan as it is a checklist for communication with Public Officials and Emergency Response Agencies.
- The simulations are presented by the Supervisors; however, input from all personnel in attendance shall be encouraged as all are expected to participate.
- A "lessons learned" and knowledge review will be administered to all employees in attendance.
- PUC Gas Safety engineers will be invited to observe the simulations.
- This year's simulation will include at a minimum the following items:
    - An extended outage 500 or more customers
    - Extreme weather conditions
    - A duration of several days that requires managing business continuity, shift planning, etc.
    - Randomly located house fires
    - The need for an Emergency Command Post
    - The need for a public emergency center due to the cold ambient temperatures
    - The need for an expedited repair/replacement project for mainline or station pipe
    - Steps taken to identify the appropriate cause of the problem, the extent of the repairs, extent of the outage
    - Identification of impacted customers and creating the Outage Map
    - Establishing the local field command/communication center
    - Establishing internal communications (other shops for additional resources, management, Public Relations, etc.)
    - Establishing external communications (fire/police, emergency management)
    - Organizing the service restoration process
    - Proper handling of Abnormal Operating Conditions
    - Interaction with gas control personnel
    - Involvement of the Peoples 911 liaisons as required in Appendix ER-3 and Appendix ER-31

Interstate Meters and Regulators

Peoples witnesses the inspections of Interstate meters and regulators owned by our upstream pipeline suppliers to ensure the connections are working properly and meters are registering accurately.

Storage Facilities

Peoples conducts the following checks at all storage facilities in preparation for injections and withdrawals:

- Check and change filters at all filter separators
- Inspect dehydration equipment operation and effectiveness
- Inspect heaters operation and effectiveness
- Modify wells and yard pipelines for injections and withdrawals
- Check methanol supply for deicing drips
- Place rock catchers in-line if required for withdrawals
- Monitor well pressures to not exceed MAOP and provide adequate pressure that results in deliverability necessary for seasonal service
- Peoples has plugged and abandoned 1 storage well at the Dice Storage facility for integrity reasons. These actions will not affect deliverability of the field during the winter withdrawal season.

Gathering Systems and Compressors

Peoples performs ongoing checks of gathering systems and compressors for the following items:

- Compressor cooling systems are winterized prior to heating season
- Inspect dehydration equipment operation and effectiveness.
- Inspect heaters operation and effectiveness.
- Check methanol supply for deicing drips.
- Monitor compressor suction pressures and gathering pipeline pressures to ensure adequate pressure to provide safe and reliable service.

Frost Patrols

Most of Peoples' facilities are located underground. In order to ensure that the lines are operating safely, Peoples performs routine patrols of the pipelines looking for any signs of leakage. In addition to these patrols, during cold winter months, Peoples expects to patrol business districts at more frequent intervals to ensure that no new issues are present.

Emergency Dispatch/Gas Control

Peoples' Operations Center and Gas Control operations are staffed 24X7 to respond to any gas related emergency or gas supply management needs. These operators also have contact with local police and fire departments for quick response to any issue.

Employee Safety/Readiness

Peoples' Safety & Training Department prepares employees and contractors to perform natural gas work safely and reliably in winter conditions. Training includes multi-week new-hire and job-classification programs, initial and refresher Operator Qualification training and evaluation for covered tasks, and specialized instruction in emergency response, excavation safety, respiratory protection, lockout/tagout, gas detection, safe driving and other OSHA, DOT, PHMSA and Pennsylvania PUC requirements applicable to the work. Safe work

practices, abnormal operating condition recognition, accident prevention and task-specific PPE requirements are integrated into technical training, job aids and field instruction. Required PPE is provided, including flame-resistant clothing and winter-rated protective equipment appropriate for cold, wet and potentially gaseous environments.

Employee readiness is reinforced through multiple, recurring communication channels. Supervisors conduct weekly safety meetings using consistent materials prepared by Safety & Training, while Safety Specialists conduct monthly shop-level meetings on more complex or emerging risks. Winter topics include cold stress and hypothermia, slips and falls on snow or ice, safe appliance light-up, reduced visibility and night work, winter driving, backing and load securement, fatigue during extended response, and the safe use of tools and equipment in cold conditions. Safety alerts and operational bulletins are issued ahead of forecasted storms or extreme cold so that work groups can review expected hazards, staffing needs, travel conditions, warming arrangements, PPE and escalation expectations before conditions deteriorate.

Before field work begins, crews complete a Pre-Job Safety Briefing to confirm the work sequence, individual responsibilities, applicable procedures, site-specific hazards and required controls. Employees working alone apply the Take-5 process to recognize, assess and control hazards, consider what could go wrong, communicate appropriately and confirm that they are ready to proceed. If the job scope, weather, system condition or available controls change, the work is paused and the plan is re-briefed. Every employee and contractor has Stop Work Authority and is expected to use it when conditions are unsafe, unclear, unexpected or not adequately controlled. Supervisors reinforce these expectations through field engagement and Job Site Safety Observations, including verification of critical controls, PPE, atmospheric monitoring, traffic protection and safe equipment practices.

Injuries, responsible motor vehicle accidents, utility damages, Safety Learning Opportunities, near misses and other significant events are investigated and reviewed for causal factors, corrective actions and lessons learned. A weekly Safety Call brings together Operations leadership and Safety & Training to review significant events, with supervisors carrying the learning back to their work groups. Job Site Safety Observations, employee-reported concerns and SLOs are used to identify trends and focus future communications, training and field verification. Significant items are tracked through the Company's safety management processes, including Cority, and are advanced through local and regional CARE committees so that corrective actions can be assigned, monitored and verified.

Winter emergency readiness also includes confirming personnel availability, callout coverage, fleet condition, emergency materials, communications and fatigue-management needs before severe weather. Crews are expected to inspect and clear vehicles, verify tires, lights, wipers and defrosters, secure tools and materials, adjust speed and following distance to conditions, and reassess travel when visibility or road conditions deteriorate. During extended outages or emergency response, supervision coordinates staffing, shift planning, warming and recovery periods, field communications, and resource needs with the Operations Center, Gas Control and other response functions. The objective is to maintain a single operating picture, protect employees and the public, and restore service without allowing urgency or schedule pressure to override established safety controls.

Communications and Outreach

As Peoples transitions from the summer construction season to winter operations, field resources are positioned to support increased no-heat calls, appliance light-ups, leak investigations, service interruptions and other weather-related emergencies. Operations, Gas Control, Customer Service, Communications and supporting departments coordinate information so that employees, customers, public officials and emergency responders receive clear, timely and consistent direction during an event.

Peoples maintains year-round relationships with municipal emergency-management agencies, police and fire departments, public officials, volunteer organizations and other community partners. Company personnel participate in emergency-planning meetings and preparedness activities involving natural gas emergencies, floods and other potential crisis conditions. Peoples also provides natural gas emergency-response education at community locations and the McKeesport training facility. Volunteer and paid fire departments receive instruction on natural gas properties, gas detection and instrumentation, carbon monoxide, ignition control, personal protective equipment, utility notification, initial isolation and response considerations, and the safe control of natural gas fires. The Company also conducts emergency-response training for Pittsburgh Fire Department cadets and participates in One Call regional meetings and safety days to reinforce damage prevention and safe excavation practices around Peoples facilities. In new gas-service areas, outreach helps customers recognize the odor of natural gas, understand carbon monoxide hazards and know how to respond to suspected inside or outside gas leaks.

When a service interruption occurs, Peoples uses its Outage Management System to identify affected accounts and maintain restoration status through the duration of the event. Customer communications may include outbound call messaging, contact-center support, website and outage-page information, and social-media updates. Communications are coordinated with field restoration activities so customers receive practical safety information, available restoration updates and direction to additional resources. For significant events, public officials, emergency responders and other affected stakeholders are kept informed through the communication pathways established in the Emergency Response Plan.

Peoples' Incident Management Plan provides the framework for coordinated internal and external communications before, during and after a significant event. The plan integrates Emergency Response, Business Continuity, Physical Security and Cyber Security response activities under a common incident-management structure. Once activated, the appropriate operational and support functions establish a shared operating picture, document decisions and actions, coordinate recurring incident updates, and maintain consistent messaging. Media inquiries are directed to the designated Communications representatives so that operational personnel can remain focused on protecting employees and the public, controlling the emergency and restoring service. This coordinated approach supports timely escalation, regulatory and stakeholder notification, business continuity, and an orderly return to normal operations.