NATIONAL FUEL GAS DISTRIBUTION CORPORATION
2026-2027 Winter Readiness Overview
October 23, 2026

The first day of winter is approaching, and National Fuel Gas Distribution Corporation ("National Fuel") has been busy preparing for another winter season of providing safe and reliable service.

1. Winter Readiness

Safety and reliability are Nationals Fuel's primary goals in both the design and operation of its distribution system. National Fuel's continuing pipeline surveillance programs are designed to ensure safety in winter conditions using increased leak inspections when frost conditions are present and increased patrolling during severe weather events.

National Fuel's Gas Control Operations Center monitors and controls gas system pressures and flows at numerous locations through a state-of-the-art control system. The system utilizes an array of remote sensors and pressure alarms located throughout National Fuel's service area to ensure system reliability.

Thorough preparation for the heating season is another important component of system safety and reliability. Preparation begins at the end of the previous heating season when National Fuel's Operations and Engineering personnel review system operations for the past winter to identify any reliability enhancing system improvement projects for the upcoming construction season. National Fuel also performs a variety of leak surveys and inspections throughout the spring and summer months. Using comprehensive preventive maintenance and pipeline replacement programs, National Fuel ensures that its system is ready for the upcoming heating season.

Additionally, National Fuel's dispatch system allows it to respond quickly to winter emergencies as well as emergencies year-round. National Fuel dispatchers are available to dispatch emergency orders 24 hours a day, 7 days per week throughout the entire year. This level of responsiveness is crucial during the cold winter months. If National Fuel's Pennsylvania Call Center or Dispatch office is impacted by severe weather, National Fuel has the ability to route calls to its New York Call Center to assist with or take over customer support and dispatch operations. In addition, there are several representatives that are able to take calls from home if they are not able to report to the office due to a weather event or emergency.

Even with extensive planning and preparation, National Fuel recognizes that extreme weather events may require immediate responsive measures. In the event of an extreme weather event or natural disaster, National Fuel can respond with personnel and equipment from twelve utility operating centers located throughout Northwest Pennsylvania and ten operating centers in Western New York. National Fuel also maintains emergency contracts with several qualified construction firms located throughout its service area. These contracts allow National Fuel to bring in additional labor and equipment to quickly resolve problems. As a member of the Energy Association of Pennsylvania, Northeast Gas Association and the American Gas

Association, National Fuel also participates in mutual aid programs that allow companies to call on other utilities for assistance in the event of an emergency.

2. Employee Safety/Readiness

Safety is a core value at National Fuel, and employees are trained and equipped to respond safely to emergencies or other customer needs in winter months. Employees receive routine safety coaching from their team leaders. Additionally, company vehicles are prepared for winter conditions, and employees receive specialized winter footwear for enhanced traction so they are ready to respond to customers' needs in all weather conditions. Each year, all National Fuel operating centers conduct multiple tabletop and emergency preparedness simulations in Pennsylvania and New York. These exercises include a variety of simulated incidents, including scenarios related to pipelines, environmental issues, weather events, gas-filled structures and more. Internal and external stakeholders have been included in the drills.

3. Communications Outreach

National Fuel is dedicated to educating customers and raising awareness about winter heating costs, the availability of low-income assistance programs and safe home heating practices. During the fall and winter months, National Fuel shares important information about gas prices, smart energy use and programs like the Low-Income Home Energy Assistance Program ("LIHEAP") through a variety of outreach methods, including the following:

- Paid advertising campaigns
- News releases
- Social media and website updates
- Customer newsletters
- Bill inserts

Safety is a top priority. National Fuel provides information to the public about the following:

- Knowing the "Smell Gas, Leave Fast" guidelines
- Recognizing the dangers and symptoms of carbon monoxide poisoning
- Preparing for severe weather and flooding
- Ensuring meter safety
- Calling 811 Before You Dig

In the event of an emergency or service outage, National Fuel has procedures in place to notify customers and community officials. Notification methods include the following:

- News releases and media advisories
- Social media and web postings
- Outdoor signage and digital media
- Radio and television alerts

National Fuel also partners with local relief agencies and maintains close contact with elected and regulatory officials during winter emergencies. This collaboration includes personal outreach, staff training and follow-up communication. National Fuel works directly with public officials to address constituent concerns about heating needs and provides educational materials for distribution through legislative offices.

4. Gas Supply and Planning

Key components to National Fuel's reliable winter service include managing a mix of pipeline and storage capacity assets, contracting for firm gas supplies, and monitoring Natural Gas Supplier ("NGS") performance. On November 1, 2026, National Fuel projects it will fill 98% of its 9.7 million Dths of contracted storage capacity with the remaining 2% retained for injecting excess deliveries on warmer days during early winter. National Fuel has entered into gas procurement contracts with a variety of suppliers for up to 122,000 Dths per day of firm winter gas supplies delivered into its firm pipeline transportation capacity. National Fuel also releases firm storage and pipeline capacity assets to the NGSs participating in its Customer Choice program.

Overall, National Fuel and the NGSs are prepared to meet the anticipated Design Day demand requirements when the daily mean temperature drops to -9 ºF.

5. Natural Gas Demand from Electric Generators

National Fuel does not anticipate fuel availability concerns for the upcoming winter heating season. National Fuel provides firm transportation service for the natural gas fired generators connected to its system. As a condition of its delivery service, National Fuel will closely monitor suppliers serving the natural gas fired generators to ensure they are delivering adequate gas supplies to the system. In addition, as permitted by and subject to FERC Order 787, National Fuel stands ready to communicate with natural gas fired generators, their suppliers and PJM Interconnection LLC to notify them of circumstances that require their attention.