

Stay Informed this Winter and All Year Long with Symmetry Energy's Customer Portal

Dear Valued Customer,

With winter approaching, we want to keep you informed, especially about weather, pipeline and utility operational conditions or other issues that could impact natural gas delivery to your area. We recommend you follow the steps outlined below to ensure you and your organization are up to date on the latest happenings in the natural gas industry, throughout the winter season and all year round:

- **Register for Symmetry's Customer Portal** – Our [Customer Portal](#) is the most efficient way to manage your natural gas account, providing you with quick access to contact management, important notices, invoices, energy resources and more.
- **Maintain your Contact Information with Symmetry** – Keep your contact information with Symmetry up to date. This will help ensure you receive critical communications from us when it matters most. You can easily manage your contacts online through our online portal.
- **Create and Maintain Internal Distribution Lists** – In addition to individual contacts, you can add distribution lists to your communication preferences, making it easier to ensure key decision-makers are included on important notices from Symmetry.
- **Bookmark and Check Symmetry's Critical Notices Website Regularly for Service Notices and Related Advisories** – We regularly update our [website](#) with critical notices and other related advisories as they become available to us. Bookmark SymmetryEnergy.com/Notices now for easy reference later.
- **Monitor Conditions Locally and Pay Attention to Communications from either your Local Distribution Company, Pipeline, or related Service Providers** – While our goal is to provide as much information as we can, it is important that you closely monitor the specific conditions in your area and pay attention to communications from either your relevant local distribution company, pipeline, or other related service providers as appropriate.

By taking these simple steps, you will be better prepared in the event of severe weather or other disruptions. Our team is always here to help if you have any questions.

Sincerely,
Team Symmetry