



March 15, 2021

Dear Valued Customer,

As part of our commitment to continue to communicate with you regarding the impacts of the recent winter storm event, we offer the following overview as well as some additional information regarding your invoice(s) for the February billing cycle, which you will receive in the coming days.

What Happened – Winter Storm Uri

As you know, the unprecedented winter storm in mid-February, known as Winter Storm Uri, brought sustained record low temperatures and devastating snow and ice storms across a large portion of the United States.

As a result of the storm and the extended period of extremely low temperatures, physical gas and power infrastructure was severely impaired. Specifically, well-head freeze-offs occurred, and gas processing plants and pipelines failed. This resulted in reduced natural gas supply and limited the ability to distribute and deliver natural gas on the system. At the same time, demand for natural gas was higher than normal due to increased heating demand during the extremely cold weather.

This considerable increase in demand, coupled with a severe reduction in supply, resulted in extremely high natural gas prices in almost every market we serve. Importantly, this was a market-wide event and virtually all industry participants were impacted – not just Symmetry.

Symmetry received force majeure notices and supply cuts from our suppliers who were unable to deliver natural gas as a result of the extreme winter storm impacts. Due to the lack of physical natural gas supply and restrictions on natural gas transportation, natural gas prices incurred for your supply were considerably higher than normal during this period. Those higher natural gas costs will be reflected on your February invoice, which may also include certain charges imposed by pipeline companies and local distribution companies (LDCs) in February.

Symmetry's Role in the Natural Gas Market

As a retail natural gas marketer, Symmetry's role is between wholesale producers/suppliers of natural gas on one hand, and our commercial, industrial and residential customers on the other. We do not produce natural gas, rather we purchase natural gas from suppliers, and we then sell it to our customers and utility partners. Simply put, the price of natural gas is set by the market, not by Symmetry. We incur supply costs largely at the time of purchase and pass those costs along to our customers per our contracts and rate agreements.

Our Communications with and Commitment to Customers

As you may recall, when it was becoming evident that the storm would have major impacts on natural gas markets, on February 12th we issued a communication alerting our customers that the

severe weather was expected to increase market prices in many markets. We cautioned that if customers were in areas impacted by the severe weather or located in a market area impacted by Operational Flow Orders or other operational notices, and they continued to consume gas during the period, they would be exposed to significantly higher costs for natural gas and possible pipeline/LDC penalties.

Throughout the volatile and supply constrained period, Symmetry worked tirelessly to secure replacement gas wherever possible to keep natural gas flowing and meet the needs of our customers in real-time. As a part of our commitment to transparency and keeping our customers informed, we also provided active and on-going communication related to notices we received that would impact customers.

Next Steps

We will be sending invoices for February account activity shortly, and we truly appreciate your timely payment. In accordance with our contractual obligations and normal industry standards, Symmetry will be paying its suppliers in March for the natural gas it purchased for and distributed to our customers in February. The February invoice will, where applicable, include separate line items for the additional costs to supply your natural gas during Winter Storm Uri, including any applicable penalties assessed, to date, by the pipelines or LDCs.

As always, should you have questions once you receive your invoice, please reach out to your sales rep or customer service at sales.support@symmetryenergy.com. Additional information is also available at <https://february21winterstormuri.symmetryenergy.com/>.

Sincerely,

The Symmetry Team