



August 26, 2020

Dear Community Leader:

For more than a quarter century, Northeast Ohio Natural Gas Corp. ("NEO") has been committed to providing low-cost natural gas supplies and efficient, safe and reliable service to our valued customers and many of your constituents throughout Ohio. Our pledge to those standards are felt each day among our customers in the communities we have the pleasure of serving. We are proud of our history and look forward to further expanding our customer base as homeowners understand and take full advantage of the economic and environmental benefits of natural gas.

In December 2019, NEO acquired the assets of the Orwell Trumbull Pipeline Company ("OTP"). OTP provides the natural gas commodity source to a large number of NEO customers in a key area of the Company's service territory and, as an independent company, has been vital to the Company's efforts to effectively manage its distribution system. OTP's assets were integrated into NEO's operations prior to year-end 2019, upon approval from the Public Utilities Commission of Ohio ("PUCO").

This acquisition ensures safe, reliable and reasonably-priced natural gas supplies and service for NEO customers, and provides strategic long-term operating capabilities for the Company. Acquiring the OTP assets also enables NEO to upgrade its distribution infrastructure and improve system reliability. The Company is proposing an adjustment in rates that would be implemented as a supplemental infrastructure provision on customer billings. If approved by the PUCO, this rate adjustment will result in an increase of approximately \$2.07 per month to a typical residential customer's monthly bill, which is approximately a 3% increase to the total bill amount. This small increase will allow improved safety, reliability and fund a cost-effective asset that will improve the Company's long-term operating capability to serve existing and new customers.

We know you are interested in the impact of this Application on your community. The proposed tariffs and a copy of NEO's prefiling notice are available at www.neogas.com. The proposed rate increase is subject to change after the PUCO holds public hearings in this matter. Please feel free to contact Mr. Jason Massie, Controller, at 1-740-400-4308 if you have any questions or would like a copy of the proposed tariff sheets and typical bill comparison.

Sincerely,

A handwritten signature in blue ink, appearing to read "Ken Oostman", written over a blue horizontal line.

Ken Oostman, P.E.
President