



Dear Valued Customer:

We are writing to let you know the polar vortex currently affecting a large portion of the continental United States is severely straining the supply, transportation and distribution of natural gas across a multitude of pipeline systems. Transporters across the country, including interstate pipelines, intrastate pipelines and local distribution companies (LDCs) are issuing curtailment, operational flow and other similar orders severely restricting the flow of natural gas (a "Flow Order"). It is highly likely that the pipeline or LDC upstream of your facility(ies) served by Symmetry Energy Solutions, LLC (SES) has issued a Flow Order to ensure deliverability to human needs customers, system integrity and/or other reasons, and your failure to comply with the Flow Order may result in substantial penalties or overtime charges. Due to the severity and duration of the cold and significant and sudden escalation in demand, we are aware of some such penalties or charges of \$200 per dekatherm and above and are borne by the end-user who fails to comply with the Flow Order.

We encourage you to immediately contact your SES sales representative to discuss (i) any specific applicable Flow Orders which may be in effect for your facility(ies) and impacting our ability to deliver natural gas to you (including any anticipated duration), and (ii) measures you may be able to take to mitigate your exposure to significantly expensive transporter penalties and/or overtime gas.

SES stands ready to assist you in navigating through this trying time for all of us. Please contact your SES sales representative today.

Sincerely,

Brian Harrison
Vice President, Sales



Notice of Force Majeure Event - Extremely Cold Weather Conditions

Dear Valued Customer:

This letter serves as written notification of a Force Majeure event beginning no later than February 15, 2021, and continuing until further notice, due to the failure of gas supply caused by extremely low temperatures that have caused freezing or failure of wells or lines of pipe affecting the entire geographic region, including but not limited to market areas served by Kansas Gas Service (KGS) and Missouri Gas Energy (MGE) pipelines. These events have caused Symmetry Energy Solutions' supply to be cut, and this Force Majeure event will result in the suspension of either full or partial deliveries under the base contract until further notice. We are working to expeditiously resolve this issue and will continue to provide you with periodic updates.

SES stands ready to assist you in navigating through this trying time for all of us. Please contact your SES sales representative today.

Sincerely,

Brian Harrison
Vice President, Sales



FORCE MAJEURE NOTICE

February 26, 2021

RE: Notice of Termination of Force Majeure Event – Extremely Cold Weather Conditions

Dear Valued Customer,

This letter serves as written notification that the Force Majeure event declared by Symmetry Energy Solutions, LLC (“Symmetry”) beginning on or around February 12, 2021 ended no later than February 22, 2021.

The significant and historical weather event that began on or around February 12, 2021 impacted a substantial portion of the continental United States, severely disrupting the supply, transportation, and distribution of natural gas across a multitude of pipeline systems. Transporters across the country, including interstate pipelines, intrastate pipelines and local distribution companies (LDCs) issued curtailment notices, operational flow and other similar orders severely restricting the flow of natural gas (a “Flow Order”).

In the coming weeks, you will receive your invoice for the month of February which will include the applicable charges related to this weather event. Due to market conditions during this event, the associated charges are undergoing considerable review by Symmetry. Symmetry reserves all rights. We appreciate your patience during this challenging time and look forward to continuing to work with you.

Symmetry regrets any inconvenience this may have caused to you and your operations. If you have any questions regarding this notice, please reach out to your sales representative or communications@symmetryenergy.com.

Sincerely,

Brian Harrison

Vice President, Sales