



# Oklahoma Natural Gas®

*A Division of ONE Gas*

## Managing Ambiguity During a Pandemic

David Williams

Director, Field Operations



# Employee Safety

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# COVID-19 Task Force

In January, a cross-functional Task Force began closely monitoring the virus and determined actions based on the spread of COVID-19, CDC guidelines and information from other external experts.

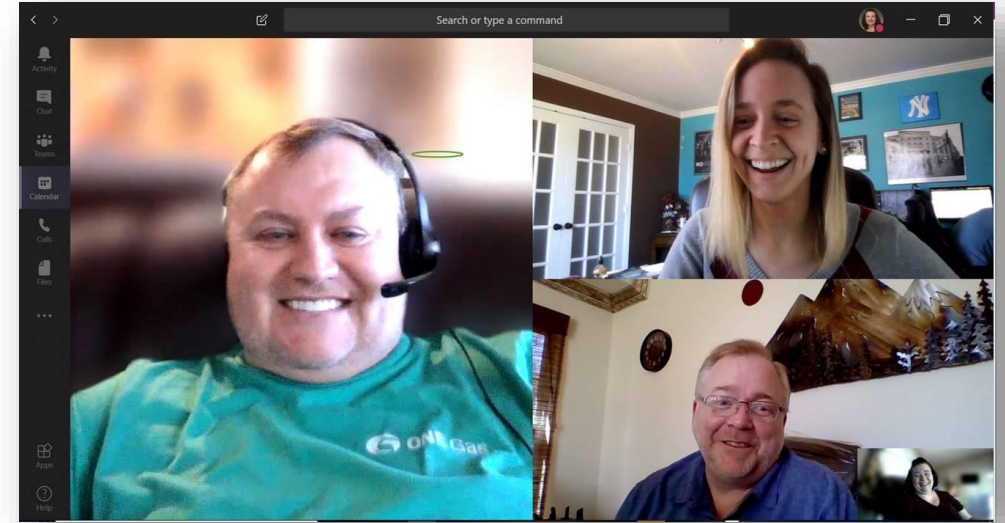
## Work included:

- How to advise employees about safe practices
- How to respond to service requests
- The appropriate Personal Protective Equipment (PPE) for employees required to enter customer premises
- Partnered with a third-party health care provider for screening and active case management



# Essential Employees Work Environment

- **Working from home**
  - Approximately 42% of employees began working from home the week of March 16
  - Increased use of digital collaboration tools
- **Field employees**
  - Provided additional PPE
  - Individual vehicles
- **Working at the office**
  - Health screenings prior to entering
  - Masks required
  - Additional cleaning
  - Desk configurations and relocations



# Employee Communications

Communicating consistently and frequently to employees cautioning about the virus, tips to stay healthy, well-being benefits and other ways the company was supporting them.

## Other steps taken:

- COVID-19 resources page on intranet
- Weekly message from the CEO
- Weekly COVID-19 update emails targeted to managers / employees
- Increased video communication

### Proactive Precautions for COVID-19 - A Message from CEO Pierce Norton



A message from CEO Pierce Norton

(March 16, 2020)

**Dear Fellow Employees,**

As you know, the COVID-19 pandemic is impacting virtually every aspect of our daily lives. While its ultimate impact on ONE Gas cannot be known, we can learn from the actions of others who have had to deal with this issue in other countries and across the U.S. What has slowed the advance of this pandemic **is the use of social distancing and a reduction of interpersonal contact**. As a result, we are **implementing additional elements of our Business Continuity Plans** to provide safe work environments for employees while maintaining high quality service for customers during these extraordinary times.

#### Highlights

- **Employee well-being:** All ONE Gas employees should practice the following:
  - Hand hygiene – wash your hands often for at least 20 seconds and use hand sanitizer with an alcohol content of 60% or more when handwashing is not available
  - Social Distancing – maintain at least 6 feet between you and others
  - Avoid meetings whenever possible, using technology rather than in-person if available



**Teryl Rose**  
Vice President, Environment, Safety and Health

**COVID-19  
Resource Page**  
*(Check for updates)*

# Customer Safety

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# Customer Communications & Efforts

Our field employees were on the frontline when assisting our customers during the pandemic.

- Informational fliers
- Customer screenings before home entry
  - Checklist of questions
  - Documentations of negative test results
- Discretionary service disruptions
- Enhanced PPE



## Available Assistance & Payment Arrangements

We know that COVID-19 has created hardships that many customers have never faced before. If you are having difficulty paying your natural gas bill, we want to make sure you're aware of all the financial assistance opportunities available to you. Contact us to explore your options – we will do everything we can to help.

Call us at **800-664-5463**. Customer service representatives are available (Monday-Friday, 7 a.m. - 7 p.m.) to discuss payment options during this difficult time.

### Payment Arrangements

We offer a variety of options to make payments or to set up alternative payment plans to help you avoid any disruption in your service. Establishing payment plans in advance can help lessen the burden of higher amounts owed later in the year. To learn more about all the resources available, visit [OklahomaNaturalGas.com/Cares](https://OklahomaNaturalGas.com/Cares).

### Share The Warmth

This program provides energy assistance to those whose immediate financial resources simply cannot cover their home heating expenses. Find out more information at [OklahomaNaturalGas.com/ShareTheWarmth](https://OklahomaNaturalGas.com/ShareTheWarmth).

If your service is disconnected, we will do our best to get it reconnected as quickly as possible once the bill has been paid or arrangements have been made. However, due to the ongoing COVID-19 situation, the process may take longer than normal due to available company resources.

### Contact Us

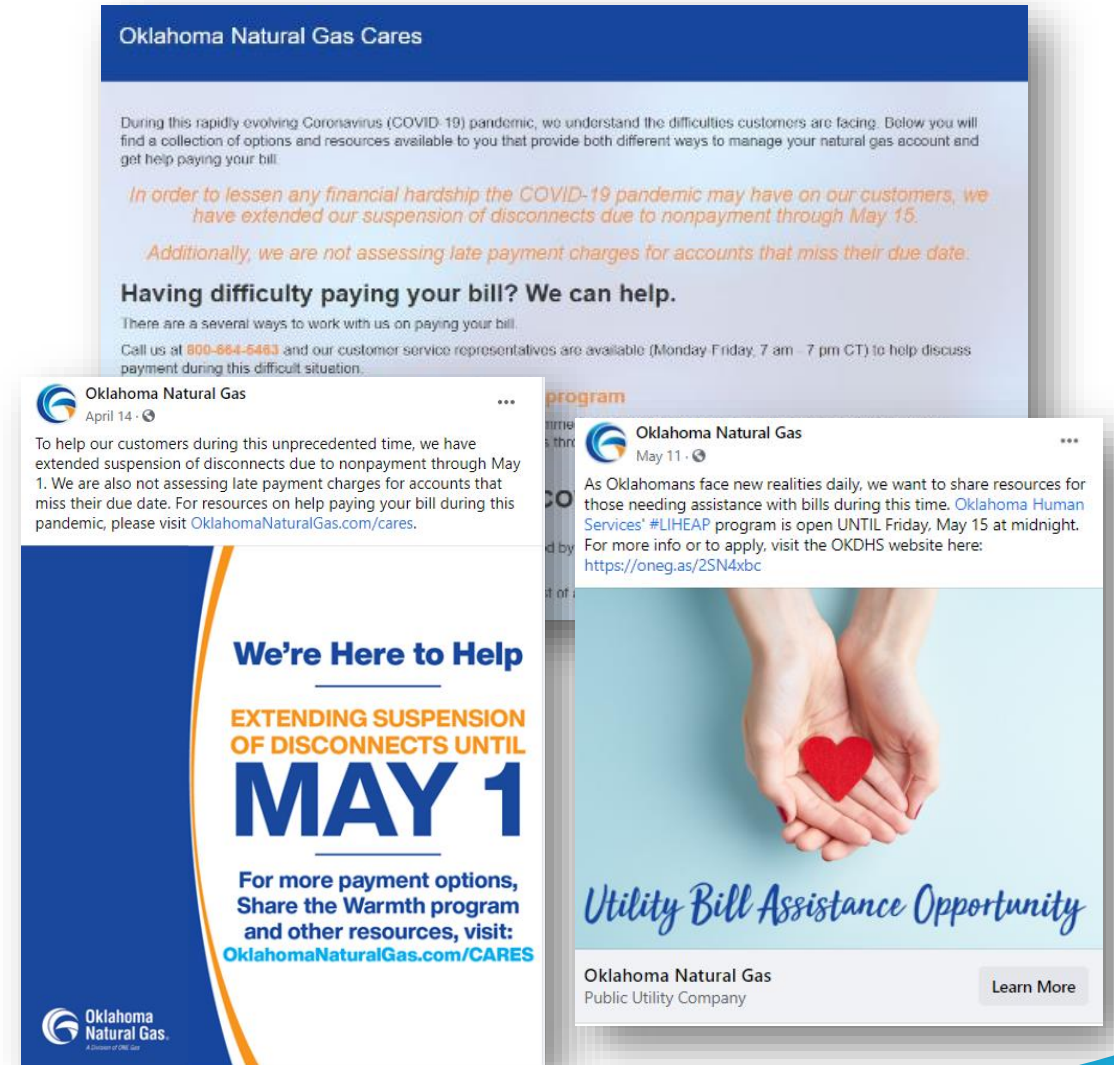
**Customer Service:**  
800-664-5463

**Payment Arrangement:**  
[www.OklahomaNaturalGas.com/Cares](https://www.OklahomaNaturalGas.com/Cares)

**Share The Warmth:**  
[OklahomaNaturalGas.com/ShareTheWarmth](https://OklahomaNaturalGas.com/ShareTheWarmth)

# Customer Communications & Efforts

- Dedicated webpage  
[OklahomaNaturalGas.com/Coronavirus](https://OklahomaNaturalGas.com/Coronavirus)
  - Updated regularly with the latest information
- Payment options & arrangements
- Foundation grants
- Media outreach
- Social media
  - Provided relevant information about operations



# Questions?

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