

Subject: UPDATE: COVID-19 Pandemic Response: Precautions and Considerations

Good afternoon,

To our partners at BILD Alberta, BILD Calgary Region, BILD Central Alberta Region and UDI Edmonton Region, FortisAlberta communicates the following:

While the threat of contracting the COVID-19 virus remains relatively low in Alberta at this time, the virus continues to spread throughout the world and this status can change quickly. We are monitoring the situation closely and we would like to confirm we are taking the necessary precautions to ensure the reliability of our service and keep the lights on for our customers.

FortisAlberta's approach is proactive to reducing exposure and helping protect the health and safety of all employees and our customers during this time. We are currently taking the following measures:

- Given that FortisAlberta provides an essential service; the delivery of electricity to more than half a million customers in Alberta, critical business functions must be maintained.
- We are developing plans, monitoring and communicating our business continuity activities with our partners and contractors as it relates to their ability to fulfill service requirements. Their proactive approach to risk mitigation and communication will both influence and impact FortisAlberta and the customers we serve in the province.
- We have increased our coordination efforts on pandemic response planning. An Incident Commander and pandemic response team has been activated for our corporate office.
- On March 12, the Alberta Chief Medical Officer of Health issued actions specific to self-isolation, travel and social distancing effective immediately. FortisAlberta is complying with these actions and has modified its activities and direction accordingly.
- We are committed to staying in close communication with all our stakeholders for any necessary response. We are also in close communication with industry associations for any guidance they may provide specific to our sector.
- We believe our geographic diversity as a Fortis Inc. Group of Companies from across North America and the Caribbean is a benefit. We will engage the assistance of those inside the Fortis Group, as well as our peers, if needed.
- Employees who are sick are to follow guidelines set out by Alberta Health Services.

We trust other corporations have implemented additional measures to ensure your safety as well as the safety of employees and those within the communities. **If any changes arise to your business continuity activities, please notify FortisAlberta at your earliest opportunity.**

This is a fluid situation and we commit to providing any business-critical updates in a timely manner and to ensure we are able to continue operations to the more than half a million customers we proudly serve in Alberta.

Should I be unavailable, you are welcome to personally reach out to Dave Hunka with updates or any questions you have. Dave's contact information is Dave.Hunka@fortisalberta.com or cell phone 780-868-7040.

For additional FortisAlberta messages, please check our blog at <https://www.fortisalberta.com/about-us/our-company/blog/fortisalbertablog/2020/03/13/covid-19-pandemic-response-precautions-and-considerations>

I wish each of you a safe week.

NOTE: I will be working from home with my e-mail or cell phone (403-804-0116) as the best methods to reach me.

Stephanie Martin | Key Accounts Manager

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