

March 18, 2020

As the COVID-19 situation develops and changes, DQE is also adapting to updated guidelines. DQE continues our focus on the safety of our employees and customers. We understand that we provide a critical service in our area and will continue to take all the necessary steps to minimize service impact and exposure to this virus.

We are maintaining business operations, protecting our employees and serving our customers. DQE has expanded our remote work policy for employees in order to minimize the number of employees in the office. We have stopped all outside personnel as well as deliveries to our offices. International and domestic business travel has been restricted as well as non-essential business meetings. If an essential business meeting is to physically take place, there is to be no more than 10 people physically present. We are encouraging the use of technology to the greatest extent possible.

In addition, the Incident Command Team has been working around the clock and is closely following local government and health officials to prepare for the challenges facing the company and region. We have established procedures for our employees that must make on site office visits to install or maintain services such as use of PPE and calling customers before arriving on site to assess if anyone on the premises is ill with COVID-19 symptoms.

Please know, DQE's network is designed and built to be scalable in order to meet future bandwidth demands. We closely monitor our network data usage and are ready to help customers with their service needs.

As always, we will continue to monitor the situation and provide updates accordingly. If you have any direct questions, please send an email to: [DQESupplier@dqe.com](mailto:DQESupplier@dqe.com)

Thank you for your continued trust of DQE in providing your network service.

Jim Morozzi  
President & CEO

March 13, 2020

DQE values the safety of our employees and our customers every day. With the recent COVID-19 virus we want to let you know that DQE is taking necessary steps to minimize service impact and exposure to this virus.

We have a business continuity plan in place that has been tested and we will maintain business operations with as little impact as possible while protecting our employees and serving our customers. To minimize risk, DQE is eliminating non-essential meetings and restricting essential business meetings so that no more than 25 people may be physically in attendance. We also are restricting outside personnel from visiting our offices. Further, a number of our employees are performing their work duties remotely.

DQE is following CDC directives including restricting international business travel and domestic business travel outside our service territory as well as reinforcing enhanced best health practices.

We will continue to monitor the situation and provide updates accordingly. If you have any direct questions, please send an email to: [DQESupplier@dqe.com](mailto:DQESupplier@dqe.com)

Thank you for your continued trust of DQE in providing your network service.

Jim Morozzi  
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