



March 20, 2020

Dear Members,

These are unprecedented times and we are learning a lot about who we are as a people and what Albertans are made of. As a co-operative, our number one priority is our member-owners and the safe delivery of natural gas to their homes and businesses.

I want to reassure you that although we have closed our doors to walk-in traffic as suggested by Alberta Health Services, we are fully staffed to continue the safe delivery of natural gas. We have adjusted how we do things to maintain safe “social distancing” and will limit our in-house responses to emergencies and priority service calls. Staff are following strict protocols to protect everyone by washing hands, equipment and wearing approved respirators. If you require an in-house visit for any reason, you will be asked appropriate health questions to ensure everyone’s safety.

We understand that as this situation continues, many of our members will face some challenging times financially. One of SANG’s core values is community and with that in mind, we are pleased to stand together with the Province of Alberta during this unprecedented time. As indicated by the Province, payments may be deferred for the next three (3) months and there will be no discontinuance of service. It is very important that all members understand that although no interest or penalties will be charged during this time, accounts will grow based on usage etc. We highly recommend that members keep their accounts as current as possible to avoid potentially large balances later this summer. If you have been financially affected, please contact us ASAP to discuss available options.

We will continue to monitor the situation as events unfold and adjust our policies accordingly. If you have any questions, please contact the office at 780.967.2246 or info@steannegaz.com.

Thank you for your continued co-operation and together we will come out of this stronger than ever!

Sincerely,

Kevin Ouderkirk – CEO & Member