

Dear Customer,

For nearly 20 years, IJUMP has been the preferred natural gas supplier for several school districts, colleges, and city governments. While many things have changed since the program's inception, the goal has always been the same: to provide IJUMP members with budget certainty on their natural gas costs.

In February 2021, the winter storm event, known as Winter Storm Uri, caused widespread strains on the supply, transportation, and distribution of natural gas across a large part of the nation resulting in record price spikes. Through the combination of some fixed price positions and effective management of the flow restrictions during this storm, Symmetry Energy was able to lessen the impact of the price spikes. There was no disruption of supply to IJUMP members, and zero penalties were incurred. However, as seen on your February 2021 invoice, this unprecedented event still had an impact on the IJUMP pool.

Symmetry Energy recognizes the impact these historically high prices have had on the already tight budgets for our IJUMP members. As a sign of our further commitment to all IJUMP members, Symmetry Energy is willing to share some of the burden by providing assistance options to the entire program.

For IJUMP members who have already paid their February 2021 invoice, Symmetry Energy will be issuing a credit equaling 10% of your February invoice. This credit will arrive by way of a line item on your invoice for May 2021 usage. Should the credited amount exceed your total April invoice, the remaining balance would carry over to your next invoice(s) until the entire credit has been applied.

For members who have not paid or partially paid their February invoice, we are offering two options:

- 1) A 10% discount off the total invoice provided the remaining balance is paid in full by June 15; or
- 2) A 5% discount off the total invoice plus the ability to pay the balance in monthly installments over 6 months or less.

If you still have an unpaid balance from your February invoice, please contact me at your earliest convenience to let me know which option you would prefer so we can accurately document it within our internal accounting systems.

Symmetry appreciates and values you as a customer and we hope to continue to serve you for years to come. For two decades, IJUMP has been successful in providing you with predictable, budget friendly natural gas rates. Recognizing a new "worst case scenario", we will continue to adapt to the changing marketplace to provide additional protections. As always, we are open and welcome any questions or suggestions from our members. Please do not hesitate to contact me with any questions, concerns, suggestions, etc.

Thank you again,