



PLEASE ENSURE DELIVERY OF THIS NOTICE TO THE APPROPRIATE COMMERCIAL AND OPERATIONAL PERSONNEL WITHIN YOUR COMPANY AS SOON AS POSSIBLE

IMPORTANT UPDATE: ANR & WI Utilities Operational Flow Orders (OFO)

January 24, 2026

Dear Valued Customer,

The severe weather continues to stress the interstate pipeline (ANR) and utilities (WPS, WGC, and WEGO) transporting natural gas to your facility. Costs to deliver gas in this scenario are extreme and we highly recommend limiting your gas usage as much as possible during this time. In addition to extreme costs, be prepared for a potential utility ordered curtailment. Please reach out to your Key Account Manager to inform us of changes to your gas usage.

Information regarding the referenced OFO and Operational Alerts may be found on our website at <https://symmetryenergy.com/notices>, which will be updated periodically.

Please note, while an OFO is in effect, both you and Symmetry are required to comply with the applicable provisions of the OFO. Failure to comply may result in the Transporter assessing imbalance penalties, fines, and/or other charges for which you may be responsible. Additionally, our agreement provides that Symmetry may charge you for incremental gas during an OFO period at market prices, which may be high. Also be aware that while the OFO is in effect, Symmetry will have no contractual duty or ability to credit or repurchase any portion of your natural gas contract quantities.

Penalties assessed by a Transporter can be substantial and we encourage you to monitor and manage your daily gas usage for the duration of the OFO.

It is critically important during the OFO that you inform us immediately of any plans to make significant operational changes, including meaningful alterations to your usage compared to your First of Month (FOM) nominations. Symmetry is required to balance all gas receipts and deliveries during the OFO and must receive timely information from you regarding material changes in your gas usage.

Symmetry appreciates your compliance and prompt attention to this important matter and will endeavor to work with you to mitigate adverse impacts of the OFO.

Respectfully,

Symmetry Energy Solutions, LLC

This notice, and other advisories, are typically made available online on our [Critical Notices](#) page of our website at <https://symmetryenergy.com/notices/>. We encourage customers to check this page frequently.

Keeping your contact information up to date is the best way to ensure you receive important notices and other relevant account updates and information. If you have not reviewed your contact information recently, please do so today by logging in to your customer account online at the [Symmetry Customer Portal](#).

This is an account-related communication intended for: jeffrey.hardin@symmetryenergy.com

This email was sent by: **Symmetry Energy Solutions, LLC**

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