

18 March 2020

Dear Valued Customer,

I want to take the opportunity to reach out to the AGIG community and provide you with an update, as the COVID-19 (Coronavirus) situation is affecting each and everyone of us.

Australian Gas Infrastructure Group (AGIG), and its operating entities, Australian Gas Networks (AGN) Multinet Gas Networks (MGN) and the Dampier to Bunbury Natural Gas Pipeline (DBP), are actively monitoring the status of the Coronavirus situation. We have an in-depth business continuance program and crisis management policies that cover instances like this. The AGIG team performs a number of exercises each year to test our ability to manage and respond to a wide range of issues.

Our focus is to maintain the reliability of energy supply for the community and ensure our critical operations and employees, such as our control room and field teams, remain fully operational. We will continue to take guidance from respected health organisations and Federal and State Government directives around the Coronavirus. Our priority is the health and well-being of our employees, contractors, service providers and customers during these challenging times.

AGIG has established a working group to continually update our Executive Management Team of the status. A number of restrictions and precautions have been implemented for all employees and contractors, including social distancing practices, as well as recommended health and hygiene practices. Any AGIG employee experiencing flu like or other respiratory symptoms is required to be self-isolated in line with Government directives. AGIG has implemented group wide international travel restrictions and is discouraging non-essential domestic travel.

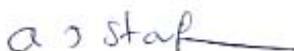
Please note there may be some delays to our services and we are doing everything possible to accommodate. However, we will continue to monitor possible effects on our workforce, our customers and community, as a result of the widening impacts of the Coronavirus.

A number of our suppliers and other entities across the energy supply chain have advised us they have initiated their own processes to identify early, and manage, any emerging risks or near-term issues.

To assist with our planning, we would like to understand the level of your business preparedness to face this situation. We are particularly interested to understand how you are planning to maintain support to customers.

AGIG acknowledges that the situation will remain highly fluid for some time yet. Our Executive Management Team will maintain a daily watch on the situation so it can respond quickly to any change in circumstances for our employees, operations and customers. Should you wish to discuss this further, please contact our Customer Centre on 1300 001 001 or at agnl@agig.com.au

Yours sincerely



Andrew Staniford
Chief Customer Officer