

April 1, 2020

To Our Valued Customers:

First, our thoughts are with you and your families as we all navigate our way through these uncertain and unprecedented times. We have been closely monitoring the developments concerning the COVID-19 pandemic in our community and as it relates to ensuring the continued service to our valued customers with minimal disruptions.

Our top priority at Moda Ingleside Energy Center (“MIEC”) is the health and safety of our employees along with the safe operation of our facility. Given that MIEC has been designated as an Essential Critical Infrastructure Workforce as defined by the Department of Homeland Security, we have taken the following steps to address the COVID-19 challenges:

1. Identified critical operational roles and developed specific contingency plans for replacements and applicable backup plans.
2. Maintain active dialogue with contractors and service providers to ensure appropriate plans are in place for business continuity.
3. Preventative measures;
  - a. Group training and meetings have been cancelled to ensure proper social distancing
  - b. Increased frequency of sanitation and cleaning of our work offices
  - c. Encouraging employees to work remotely from home whenever possible
4. Proper PPE and social distancing interactions for all operators that interface with any vessel crewmember

We truly value your business and appreciate the support you continue to provide in our daily operations at all levels of our business. We take extreme pride in being able to continue to maintain our on-going operations and will continue to strive for uninterrupted service through these extraordinary times.

MIEC will continue to keep you updated on any developments concerning our business and daily operations. Please feel free to reach out to the terminal or Moda leadership team with any questions or comments at any time.

Regards,

Bo McCall

President and CEO