



Announcing the Merger of Orwell Natural Gas Co., Brainard Gas Corp., and Spelman Pipeline Holdings into Northeast Ohio Natural Gas Corp.

Dear Customers,

Thank you for being a customer of Northeast Ohio Natural Gas Corp. Natural gas is clean, abundant, domestic and affordable and we truly appreciate serving you and look forward to serving your future natural gas needs.

We are happy to announce that the Public Utilities Commission of Ohio (PUCO) recently approved the merger of Brainard Gas, Orwell Natural Gas, Spelman Pipeline and Northeast Ohio Natural Gas Corp. The four utilities will come together as one utility - Northeast Ohio Natural Gas Corp. The merger will result in increased efficiencies in serving all of our customers by combining the collective gas supply management, delivery, and transportation experience and expertise of all four entities. The efficiencies will also allow for more focus to be placed on operational and customer service enhancements and improvements, such as expanding the availability of the Percentage of Income Payment Plan (PIPP Plus) for qualifying low-income customers. Our customers will experience no immediate change in service or billing charges as a result of the merger, and no action is required of you as a customer.

Northeast Ohio Natural Gas Corp. is committed to placing our customers first. Our business is regulated by the PUCO and we strive to provide safe and reliable natural gas service to our customers. A handbook of your Rights and Responsibilities as a customer can be accessed on our website at www.neogas.com. If you have any questions or concerns about your natural gas service, you may call our customer service department at 1.800.237.2099 from 7:30 to 4:00 Monday through Friday.

For emergencies or gas odor reports, please call 1.800.451.9465 immediately from a safe location.

Northeast Ohio Natural Gas Corp. appreciates the opportunity to provide gas service to your home or business, and looks forward to providing clean, reliable gas service in the future.

Sincerely,

Employees of Northeast Ohio Natural Gas