



March 19, 2020

Dear customers and partners,

As COVID-19 presents unique and unforeseen challenges, we want to reiterate that the health and safety of our employees and customers is our top priority.

I also want to assure you that our operations are running uninterrupted to support your energy needs.

As the situation evolves, we continue to listen to the experts. We are receiving and following the guidance from local and federal authorities, the Centers for Disease Control and Prevention (CDC), and the World Health Organization.

One of the best measures we can all take to avoid exposure is to avoid close contact with anyone who may have been exposed to the virus. As such, we are practicing social distancing and asking our customers to do the same. Many of our employees are now working from home, and stringent distancing guidelines have been implemented at all of our facilities. We will make every effort to minimize the impact to your business, and we are confident that strict adherence to social distancing will best protect our employees and customers.

Sprague has a long history of rising to the occasion in meeting the needs of our customers during trying times, from our coal distribution efforts in the World Wars to our extensive work in keeping New York City running following 9/11 and Hurricane Sandy. Despite the current challenges, it's rewarding to see that same spirit embodied in the efforts to provide essential products and services today.

Please do not hesitate to contact your Sprague representative or our customer service team if you have any questions.

Thank you for the opportunity to be of service and work toward our mutual success.

Sincerely,

A handwritten signature in black ink that reads "David Glendon".

David Glendon

President and CEO