

Sponsor Townhall Speech:

A New Chapter: Our Journey Forward

Good morning, Gas-ers [a heart-warming name we call our employees]

Thank you. Thank you for being here, and thank you for everything you've given to this company over the years. I look out at this room and I see the faces of people who have dedicated decades of their lives to serving our communities, to keeping homes warm, and to building the foundation of this great company. Your commitment and expertise are not just our history —they are the bedrock of who we are today.

The Road Ahead: Navigating a Changing World

The world around us is changing faster than ever. We're all aware of the new challenges: the shift toward a more sustainable energy future, the critical conversation around climate change, and the fierce competition to attract and retain the best talent to our industry. These aren't just headlines; they are the new reality we must all face together. To continue thriving, we cannot stand still. We must innovate, evolve, and embrace the future.

This is why we are here today. We are embarking on a new chapter, one that will transform our company into a **digital, automated, and optimized leader** in the energy sector.

The Vision: AI as Our Partner

Our vision is to use the power of artificial intelligence to enhance everything we do. This is not about a flashy new piece of technology; it's about a strategic tool that will help us work smarter, safer, and more effectively than ever before.

AI will enhance our productivity by taking over the repetitive, routine manual tasks that have been part of your daily work for so long. Think of the time spent on manual data entry or scheduled checks that show nothing is wrong. Imagine what we can do with that time back.

AI will also improve our services and, most importantly, our safety. It will analyze our gas lines to predict maintenance issues before they become a problem, giving our technicians the insights they need to make proactive repairs. It will help our customer service teams by handling simple queries, allowing them to focus on complex issues

where their experience and empathy are truly needed.

Our Promise to You: Empowerment, Not Replacement

I want to be perfectly clear about one thing: **AI is here to empower you, not to replace you.** Your years of experience are our most valuable asset, our institutional memory. The AI tools we introduce will not possess your judgment, your problem-solving skills, or your deep understanding of our network and our customers.

Instead, we are re-purposing your valuable skills. We are taking you away from the tedious, manual work and freeing you up to do what you do best—to solve complex problems, to troubleshoot challenging situations, and to share your hard-earned knowledge with the next generation of employees.

Our Commitment to Your Success

This journey will be a change, and change can be difficult. But you will not be on this journey alone. Your management team and I are committed to providing you with the resources and support you need every step of the way.

I also want to assure you that this is not a one-size-fits-all plan. Our change management team will be working closely with each business unit and department to customize the support, training, and resources you need. Your **Department Heads** will be your primary source of detailed information and will follow up with specific communication tailored to your team's unique needs and roles.

We are launching a comprehensive, hands-on training program designed to make you an expert with these new tools. We will have dedicated support teams available to answer your questions and provide one-on-one coaching. And we will be celebrating every single success story, big or small, to show that this is a partnership.

This is not a top-down mandate. This is a call for a conversation. We want your feedback, your ideas, and your insights as we build the future of this company together.

A Call for a Sustainable Future

The challenges of the future are real, but our opportunity is even greater. By embracing this change, we are not just securing the future of our company; we are building a more sustainable, more reliable, and brighter future for our children, our communities, and all the people we serve.

I am asking for your support and your partnership on this journey. Let's work together to make our company a symbol of innovation, a leader in our industry, and a place where a fulfilling, rewarding career is built to last.

Thank you.