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July 27, 2021

To Our Valued Renway Customers:

Renway Energy's management team has been closely monitoring the COVID-19 pandemic since March 2020, and continue to work diligently to ensure that the health and safety of our customers and staff is not compromised. We recognize the importance of taking steps to help eliminate exposure to our valued customers, their families and our employees and their families.

Effective 12:01 a.m. July 16, 2021, the Province of Ontario entered phase 3 of the Province of Ontario's "Roadmap to Reopen". For full details on what this means, please visit: <https://www.ontario.ca/page/reopening-ontario>.

Renway's COVID-19 policies and procedures are designed to minimize both the risks to our employees and impact on fulfilling customer needs. These steps include, but are not limited to, a stay-home requirement if experiencing COVID-19 symptoms, displaying posters with preventative tips, enhancing facility cleaning protocols, requiring face masks to be worn by customers when inside our office.

Renway Energy Inc. will continue to work closely with the Brant County Health Unit (BCHU) to monitor the recommendations from the Province of Ontario.

We want to thank all of our customers in advance for their kindness and understanding as we navigate through these challenging times.

If you have any questions or concerns, please do not hesitate to contact us directly.

Thank you

**Kelly Guitar**  
General Manager



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