

Northernnotes

We are in business to serve our customers. Fairly. Efficiently. Reliably.

APRIL 2025



MESSAGE FROM LAURA DEMMAN

Thank you for the opportunity to serve you throughout another winter season! Northern Natural Gas aims to provide you with the best service every day, and to do so with personal integrity and transparency. I appreciate the trust you have placed in Northern and our team members and hope that you will continue to let us know how we can better serve you.

As warmer weather develops throughout Northern's footprint, our team has been busy preparing and executing the many projects we are doing this year for continued system reliability. These projects and the resulting reliability they provide are described in this issue.

System reliability is the primary driver for the investment that Northern makes; however, regulatory requirements continue to increase the number of projects and influence the prioritization and timing of the work that Northern does each year. Regulations include requirements regarding air quality, rupture mitigation valves, reconfirmation of pipeline materials utilized in the existing system, integrity management plans for transmission and storage, and corrosion control. Each of these categories require careful planning to achieve regulatory deadlines and ultimately influence the number and total cost of projects that Northern does each year.

This continued investment will require cost recovery, and Northern plans to file a rate case July 1, 2025. Northern recognizes the impact of a rate case on customers and will continue to communicate with transparency and candor.

As always, please reach out to any member of the team to let us know how we can support your business and your customers. Thank you for your partnership!

Sincerely,

Laura Demman
President, Northern Natural Gas



IN THIS ISSUE

Message from Laura Demman

Northern Natural Gas Ranks First in its Size Category in the Latest Customer Service Survey

Supporting Omaha's Downtown and Old Market Areas: A Collaborative Effort

MLK Day Volunteer Event

Horizontal Directional Drill Noise Mitigation

Rate Case Update

Summer Pipeline Maintenance

Winter Recap

Investing for Superb Customer Service and Operational Excellence

Capital Investment Update

Market Area Expansion Update



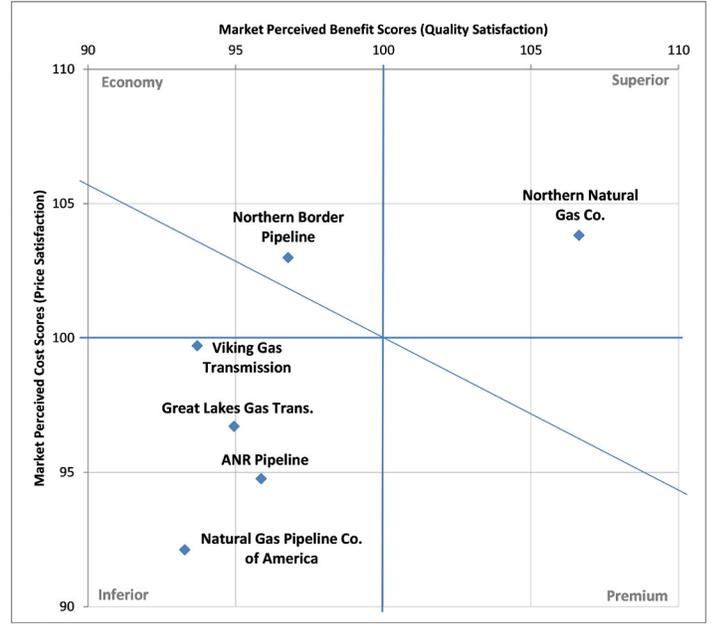


NORTHERN NATURAL GAS RANKS FIRST IN ITS SIZE CATEGORY IN THE LATEST CUSTOMER SERVICE SURVEY

Thanks to its customers' ratings in the Mastio & Company pipeline customer satisfaction survey, Northern Natural Gas placed 1st in the Mega pipeline category for the 17th consecutive year and 2nd among all U.S. interstate pipelines. Another BHE Pipeline Group company – Kern River Gas Transmission – placed 1st among all interstate pipelines, and two other BHE Pipeline Group companies – Carolina Gas Transmission and Eastern Gas Transmission and Storage – placed 3rd and 4th, respectively, resulting in an organizational sweep of the top four spots for the second year in a row.

Northern is ranked "Superior" by its customers when compared to other Midwest pipelines. "Northern appreciates the engagement and commitment of our customers to frequent and open communication, not only in response to the Mastio survey but also in day-to-day interactions. Your willingness to collaborate helps our team continue to provide the exceptional customer service you deserve," said Chris Perry, VP, customer service, Northern Natural Gas. The Mastio & Company survey results include customer responses to 27 customer service attributes of the 38 interstate pipelines in the survey. Northern excelled in the following attributes:

- Firm gas transportation is highly reliable
- Communicates in an honest and forthright manner
- Scheduled gas volumes are accurate
- Accuracy of invoices
- Pipeline staff provides prompt and accurate responses to questions and requests and issues



Mastio & Company is a marketing and management consulting firm specializing in industrial consumer opinion research for a wide range of industries, including natural gas pipelines. The ranking from the survey process is the benchmark used by Northern to determine its customer satisfaction standing across the industry and to identify areas of improvement. Northern appreciates feedback from its customers in its efforts to provide superior value to its customers.

SUPPORTING OMAHA'S DOWNTOWN AND OLD MARKET AREAS: A COLLABORATIVE EFFORT

Northern Natural Gas is committed to providing exceptional customer service and delivering solutions and resources when needed.

On January 15, 2025, Northern and Metropolitan Utilities District joined forces to support customers in Omaha's downtown and Old Market areas as part of the Omaha Streetcar Authority project.

While M.U.D. relocated its distribution system, Northern played a pivotal role in supplying natural gas to customers by placing bottle trucks and compressed natural gas trailers at key locations. Northern's dedicated teams set up three bottle trucks at the Courtyard Omaha Downtown and two compressed natural gas trailers at the nearby Embassy Suites.

Planning for this operation began in late December 2024 and involved more than a dozen personnel from M.U.D. Key topics associated with the up-grade such as expected flow, delivery pressure, duration and logistics were thoroughly communicated and understood by all parties.

Several of Northern's operations teams were deployed to downtown Omaha, and despite frigid temperatures, Northern and M.U.D. crews began working at 6 a.m. Thanks to meticulous planning and execution, both locations were successfully served by compressed natural gas before 8:30 a.m. M.U.D. completed their work efficiently, allowing Northern to begin disconnecting by 12:30 p.m. at both locations. As a result of the collaboration between M.U.D. and Northern, no customers experienced an interruption of service while the distribution system relocation was completed.





MLK DAY VOLUNTEER EVENT



A group of 35 employees and contractors from Northern Natural Gas in Omaha spent MLK Day giving back to the community by volunteering with Meals from the Heartland to package meals and help feed those in need. Northern is proud to support Meals from the Heartland's mission to empower people to save hungry children.

This effort reflected the company's ongoing commitment to making a difference and honoring the spirit of service on this meaningful day.



HORIZONTAL DIRECTIONAL DRILL NOISE MITIGATION

Northern Natural Gas minimizes impacts to sensitive resources like wetlands, streams, wildlife habitat and public roadways by using horizontal directional drilling technology during construction. This technology allows the pipeline to pass 25 feet or greater under these resources without impacting the surface environment. During projects requiring horizontal drilling, the drill rig and support equipment remain stationary, which can result in consistent construction noise for nearby homes. To minimize impact to homeowners, Northern employs various noise mitigation methods.

These include requiring the contractor to shut off instead of idling equipment when it is not needed, strategically positioning equipment storage and minimizing the number of pullback sections. When these methods alone are insufficient to meet permissible noise levels, Northern may require contractors to use external mufflers, special noise-reducing enclosures or trailers, or tall sound walls to direct the sound upward and away from homes.



2025 RATE CASE UPDATE

Northern Natural Gas plans to file a rate case July 1, 2025, to recover capital investment made since the last rate case in 2022. Northern continues to invest in the reliability and modernization of its system, and by year-end 2025, will have invested \$1.1 billion in non-revenue generating capital not being recovered in Northern's current rates.

Throughout the rate case process, Northern will communicate with customers about the ongoing investment and rate case needs by posting a presentation on its website that highlights many of the projects underway and also will update its forecast of projects expected to be completed in 2025. In addition, Northern will host a customer call April 24th to answer questions.

Please visit Northern's website or reach out to your marketing representative for additional information.



SUMMER PIPELINE MAINTENANCE

The 2025 summer facility maintenance season is quickly approaching. Northern Natural Gas continuously reviews and plans maintenance outages to optimize capacities and minimize customer impact. In summer 2025, Northern’s projects include converting four large-diameter pipeline segments (**Table 1**) to be in-line inspectable and inspecting 23 pipeline segments (**Table 2**), totaling approximately 1,300 miles. In addition, five new compressor units will be added to Northern’s fleet to replace vintage units. Northern will actively manage over 1,000 maintenance outages between March and November to support asset modernization projects, annual maintenance, environmental compliance testing and system safety checks. Please continue to review the Planned Service Outage summary document and postings throughout the maintenance season.

Table 1

Pipeline Segments Being Converted to In-Line Inspectable
Beatrice, Nebraska, to Palmyra, Nebraska
Ogden, Iowa, to Ventura, Iowa
Oakland, Iowa, to Ogden, Iowa
Ventura, Iowa, to Faribault, Minnesota

Table 2

Large Diameter Pipeline Segments Being Inspected
Jal, New Mexico, to Hobbs, New Mexico
Hobbs, New Mexico, to Plains, Texas
Pecos County, Texas, to Upton County, Texas
Pampa, Texas, to Beaver, Oklahoma
Dumas, Texas, to Sunray, Texas
Mullinville, Kansas, to Macksville, Kansas
Macksville, Kansas, to Bushton, Kansas
Bushton, Kansas, to Tescott, Kansas
Tescott, Kansas, to Clifton, Kansas
Clifton, Kansas, to Beatrice, Nebraska
Palmyra, Nebraska, to Hooper, Nebraska
Paullina, Iowa, to Aberdeen, South Dakota
Palmyra, Nebraska, to Oakland, Iowa
Ogden, Iowa, to Ventura Iowa
Ogden, Iowa, to Grinnell, Iowa
Ventura, Iowa, to Faribault, Minnesota
Farmington, Minnesota, to Minneapolis, Minnesota
Farmington, Minnesota, to Rosemount, Minnesota
Albert Lea, Minnesota, to La Crosse, Wisconsin
Elk River, Minnesota, to Lexington, Minnesota
Manley, Nebraska, to Omaha, Nebraska
Elk River, Minnesota, to Hugo, Minnesota
Iron River, Minnesota, to Wakefield, Michigan

DID YOU KNOW...?

Northern Natural Gas has plans to pig more than 1,300 miles of pipeline this summer. This is approximately the same distance between the Alamodome in San Antonio, Texas, where the 2025 NCAA Men’s Final Four is taking place, and the U.S./Canada border.



HAVE YOU MET...? PAUL DUSHINSKE



Paul joined Northern Natural Gas in April 2019 as a customer service representative. In December 2024, Paul was promoted to his current position as manager, customer service contracts. Prior to joining Northern, Paul worked as a relationship manager for a foundation, concrete repair and basement waterproofing company.

Paul earned his bachelor’s degree in business management from the University of Nebraska at Omaha.

In his free time, Paul enjoys coaching his son’s hockey team, enjoying all things outdoors, and spending time with his wife and son.

WINTER RECAP

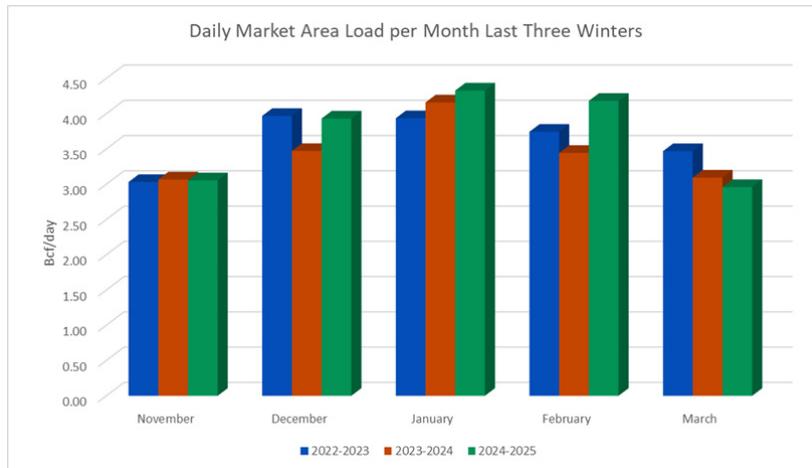
Northern Natural Gas experienced near-normal temperatures during the heating season. The table below shows by month the system-weighted temperature variance as a percentage to normal for the past five heating seasons.

System-Weighted Temperature vs. Normal Temperature					
	2020-2021	2021-2022	2022-2023	2023-2024	2024-2025
November	9%	1%	11%	7%	4%
December	8%	7%	13%	27%	7%
January	13%	14%	7%	4%	6%
February	27%	21%	2%	23%	14%
March	15%	14%	23%	5%	11%
Heating Season	3%	8%	7%	14%	1%

Cooler than Normal
 Warmer than Normal

February 2025 was the coldest month of the 2024-2025 heating season, with temperatures 14% colder than normal. A significant period of cold weather during Winter Storm Kingston resulted in Northern's Market Area experiencing 14 consecutive days of system-weighted temperatures below normal. In addition, Northern also experienced 14 days with Market Area deliveries over 5 Bcf during the 2024-2025 heating season, exceeding the previous record of 11 days during the 2021-2022 heating season.

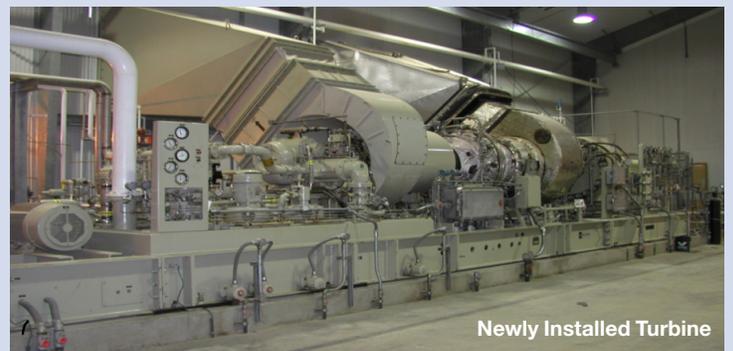
The graph below recaps the 2024-2025 heating season Market Area deliveries compared to the previous two heating seasons. The months of November and December were close to previous years, while January and February were higher, and March was lower.



INVESTING FOR SUPERB CUSTOMER SERVICE AND OPERATIONAL EXCELLENCE

Northern Natural Gas takes pride in enhancing customer benefits through strategic investments in both maintenance and capital projects. Success of these initiatives are measured using two key metrics: sustained facility reliability and uninterrupted primary firm service.

By blending maintenance investments to extend asset life with capital investments aimed at modernizing facilities, exceptional long-term system performance is achievable. As a result, Northern has achieved a 99.99% reliability rate for 14 consecutive years.

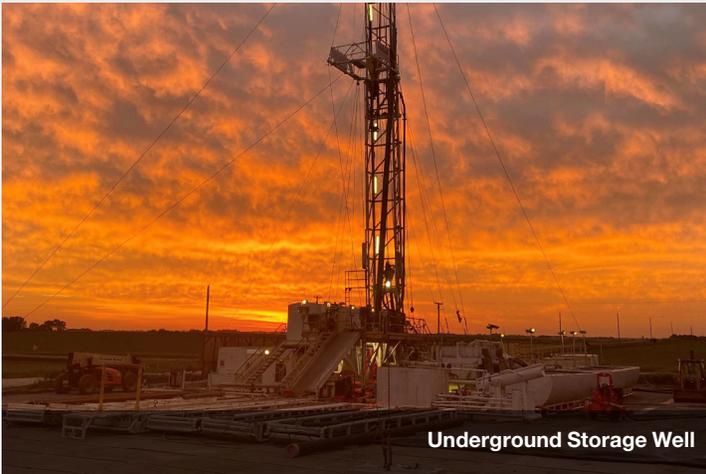




CAPITAL INVESTMENT UPDATE

In 2024, Northern Natural Gas completed \$475 million in capital projects, enhancing the safety and reliability of its pipeline system, while ensuring compliance with regulatory requirements. Projects included engineering and design work to support a Federal Energy Regulatory Commission Section 7 filing to abandon 131 miles of vintage, mechanically coupled mainline in 2028; replacement of the turbine and compressor at the Garner, Iowa, liquefied natural gas facility; overhauls at 15 compressor stations on Northern's pipeline system; continued reconfirmation of maximum allowable operating pressures in additional high- and moderate-consequence areas and Class 3 locations as required by PHMSA's Mega Rule issued in 2019; and completion of pipe modifications to accommodate in-line inspection tools, rendering another 208 miles of pipeline as in-line inspectable.

In 2025, Northern anticipates investing approximately \$578 million in reliability projects aimed at improving efficiency and operational flexibility. Project work includes continued support of the Section 7 filing to abandon 131 miles of vintage, mechanically coupled mainline in 2028; abandonment of 13 miles of vintage branch lines; replacement of compressor units at North Branch, Minnesota; Ventura, Iowa; and Claude, Texas; overhauls at 12 compressor stations on Northern's pipeline system; reconfirmation of maximum allowable operating pressures in high- and moderate-consequence areas and Class 3 locations as required by PHMSA's Mega Rule issued in 2019; and completion of pipeline modifications to accommodate in-line inspection tools, resulting in an additional 226 miles of pipeline being in-line inspectable.



HAVE YOU MET...? JOE JESSEN



Joe joined Northern Natural Gas in March 2009 as a construction coordinator. In December 2024, Joe was promoted to director, storage operations. Prior to joining Northern, Joe worked at a construction company specializing in drywall contracting, residential remodeling and new home construction.

Joe earned his bachelor's degree in construction management from the University of Nebraska-Lincoln.

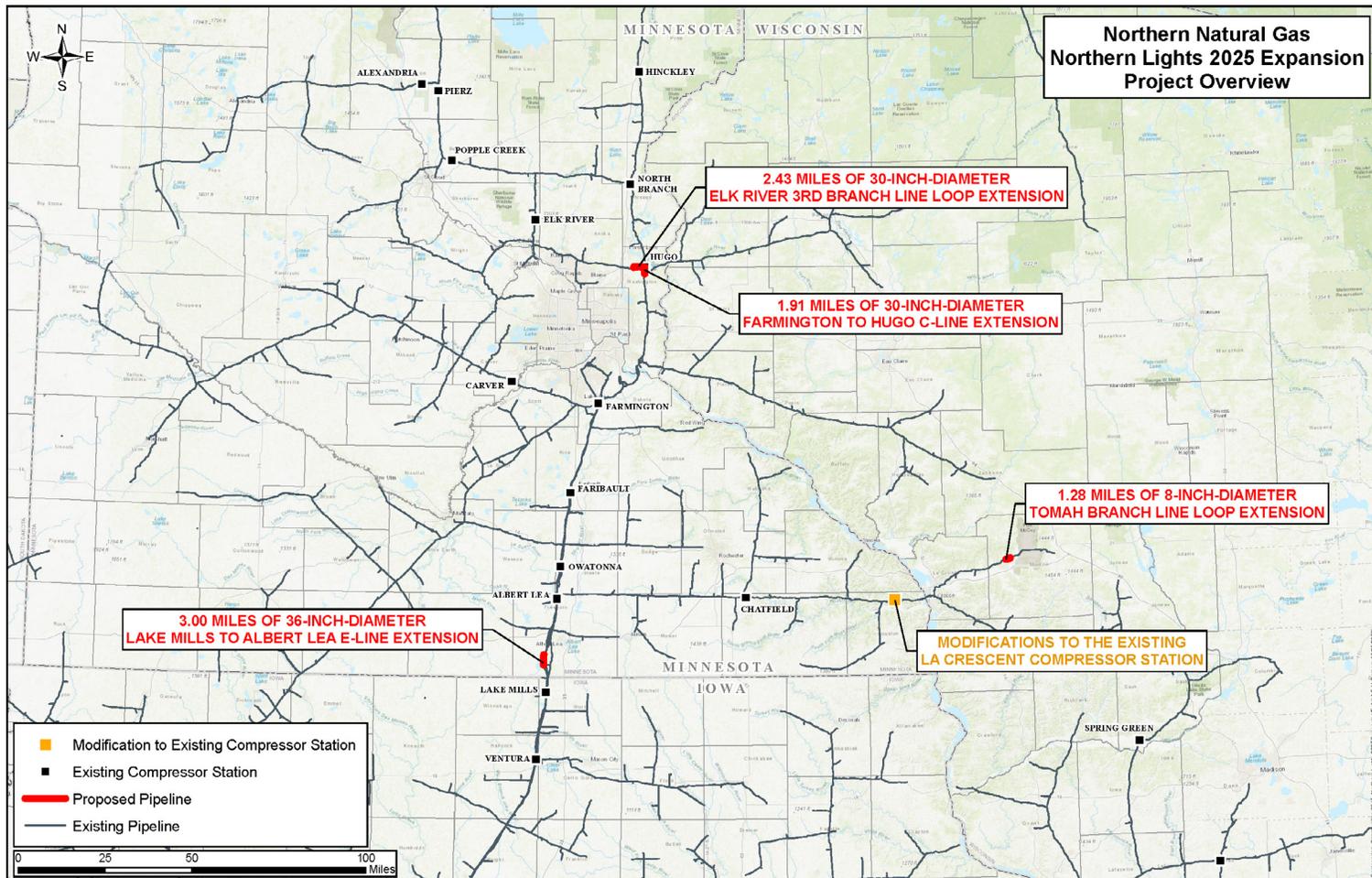
In his free time, Joe enjoys backpacking, mountain biking, CrossFit, traveling and watching his 16-year-old son play basketball..

MARKET AREA EXPANSION UPDATE

Northern Natural Gas and its customers have successfully worked together over many years to complete mutually beneficial Market Area expansion projects that result in incremental firm transportation service required by Northern's customers to meet ongoing growth requirements. Since 2007, Northern has invested approximately \$1 billion and added approximately 1.5 Bcf/day of pipeline capacity to serve customer growth requirements in the Market Area.

Recently, Northern placed 12,960 Dth/day of Market Area capacity in-service through the \$25.6 million West Leg 2024 Expansion project and the \$54.6 million Northern Lights 2023 expansion project, which provided 50,889 Dth/day of Market Area capacity. The projects will meet the growth requirements of several customers through mutually beneficial agreements.

In 2025, Northern will complete the \$66.2 million Northern Lights 2025 Expansion project, which includes 46,064 Dth/day of incremental Market Area capacity.



The expansion activity is forecast to continue into and beyond 2026. Northern currently has an open season posted for expansion of its Central Mainline Corridor beginning on or after November 1, 2026. To access the open season notice, visit Northern's website. In 2027, Northern will construct new facilities to accommodate 12,000 Dth/day of incremental growth on the East Leg of its system. The \$13.8 million investment is a result of the recent East Leg 2026 Expansion open season. It is anticipated that additional expansion open seasons will be necessary for projected growth on the West Leg in 2026, Zone EF in 2027, and further growth on the East Leg in 2028 and beyond.

Northern's goal is to not only be the leading service provider among interstate pipelines, but to also partner with our customers to achieve mutually beneficial outcomes through strong relationships. Our consistent expansion activity reflects this commitment, and Northern welcomes the opportunity to develop new relationships with parties that join our customer base through expansion projects. Thank you to our existing customers for partnering with us to meet your growth needs. We also extend a warm welcome to our new customers for joining us and giving us the opportunity to serve you!

For more information on Northern's upcoming expansion projects or to inquire about a new expansion project, please don't hesitate to reach out to your account representative or contact Mike Barry in Northern's business development department at 402-398-7105 or mike.barry@nngco.com.

CUSTOMER COMMITMENT

Northern Natural Gas' Vision Statement

To be the preferred provider of natural gas transportation and storage services based on our integrity, operational excellence, financial strength and environmental responsibility.

Northern Natural Gas' Mission Statement

We are in business to serve our customers.
Fairly. Efficiently. Reliably.

These statements mean that we will focus on these priorities.

- We will deliver what we promise on time.
- We will share the purpose behind our actions.
- We will commit to making it easy to do business with us.
- We will negotiate and perform in good faith.
- We will continue to invest in the pipeline in order to provide you highly reliable service and to meet your future growth needs.

ABOUT US

Northern Natural Gas is based in Omaha, Nebraska, and operates the largest interstate natural gas pipeline system in the United States, extending from the Permian Basin in Texas to the Upper Peninsula of Michigan. Northern provides transportation and storage services to numerous utilities and end-use customers in the Upper Midwest. Northern provides cross-haul and grid transportation between other interstate and intrastate pipelines in the Permian, Mid-Continent and Midwest areas. Northern also operates three underground natural gas storage facilities and two liquefied natural gas peaking units. These storage facilities are fully contracted and are central to meeting Northern's customers' peak-day system requirements.

Northern accesses supply from every major Mid-Continent basin, as well as the Permian, Rocky Mountain and Western Canadian basins. This supply is ultimately delivered to end-use customers in Minnesota, Iowa, Nebraska, South Dakota, Wisconsin, Illinois and the Upper Peninsula of Michigan.

For technical inquiries or information

Customer Service: 402-960-7947 or 402-960-7948

Questions or comments

If you have questions or comments, contact us at nngcustomerservice@nngco.com.

Feedback and Suggestions

To provide feedback about Northern Notes or suggestions of newsworthy topics to cover in this electronic publication, contact Fletcher McMeen at Fletcher.McMeen@nngco.com.

