

# Important Notice: System-Wide Outage

February 19, 2026

Dear Valued Customers,

We hope this message finds you well. We are writing to inform you of an upcoming system-wide outage occurring on Saturday, February 21, 2026.

During this outage, no reservations will be available at any of our factories. Byproducts will not be available for reservation or purchase at any location.

We understand the inconvenience this may cause and strongly recommend that you secure any byproducts you may need prior to the 21<sup>st</sup>.

Please be assured that once the system is back online, you will start receiving reservation notices as usual. Our team is working diligently to minimize the downtime and restore full functionality as quickly as possible.

We appreciate your understanding and patience during this time. Should you have any questions or require further assistance, please do not hesitate to contact our byproducts customer service team.

Thank you for your continued support.

Sincerely,

Byproducts Team  
American Crystal Sugar Company  
Email: [byproducts@crystalsugar.com](mailto:byproducts@crystalsugar.com)  
Phone: 218-236-4320