

Owens Corning
One Owens Corning Parkway
Toledo, Ohio 43659
419.248.8000



September 25, 2026

Dear valued Owens Corning® Thermafiber® mineral wool insulation customer,

Owens Corning Insulation is committed to maintaining supply reliability and service-level consistency across our network. However, continued high demand and elevated order activity are contributing to extended lead times and require us to adjust our order planning approach.

To help you plan your business, Owens Corning will begin operating under **planned availability in September 2026**. We expect planned availability will remain in effect **through the balance of 2026** based on our current outlook.

Monthly order plans will be aligned with anticipated supply output to help reduce unexpected order-date changes within the planning window. Your Owens Corning sales contact will communicate the specifics of your monthly plan, provide updates on order status, and keep you informed of any changes that may affect planning.

Customer care remains a top priority. We will actively monitor the situation and adjust as quickly as possible to improve supply reliability and communications.

Thank you for your continued patience, and support as we make the adjustments needed to best serve you through planned availability.

Sincerely,

A handwritten signature in black ink, appearing to read "Charles Smith", is positioned above the printed name.

Charles Smith
General Manager
North American Building Envelope
Owens Corning Insulation