

IMPORTANT NOTICE

New Customer Protections

The New York State COVID-19 State of Emergency (State of Emergency) declared by the Governor's Executive Order 202, has been extended and remains in effect until October 4, 2020. It may be further extended or rescinded by the Governor.

When the State of Emergency expires or is lifted, the moratorium preventing residential utility service disconnections and terminations will end and utilities will be able to resume field collections and termination of services to encourage payment of overdue bills.

New protections for residential utility customers who have experienced a change in financial circumstances as a result of the COVID-19 pandemic are now available that will extend the moratorium through March 31, 2021, preventing service terminations.



National Fuel residential customers who have experienced a change in financial circumstances due to the COVID-19 pandemic should call our Customer Service Department, [1-800-365-3234](tel:1-800-365-3234), to arrange for this protection. A representative will ask if you agree with the following statement: **"I attest that due to the COVID-19 state of emergency, which began on March 7, 2020, I have experienced a change in financial circumstances."** When this self-certification is made to National Fuel, we will not terminate your gas service during the extended moratorium.

National Fuel representatives also will work with you to establish a Deferred Payment Agreement (DPA) with no requirement of a down payment or penalties. Maintain your Deferred Payment Agreement by paying new bills along with a DPA installment and late fees will not be charged.

Based on your self-certification/notification, gas service cannot be terminated due to lack of payment even if a customer defaults on a DPA or refuses a new COVID-19 DPA.

Customers who are having trouble paying their bills are encouraged to call Customer Service, [1-800-365-3234](tel:1-800-365-3234), to discuss available payment programs and services.