



Smell gas? Leave fast!

Then call **1-800-444-3130**. Natural gas is clean-burning, efficient, economical, and environmentally friendly. It's delivered to your home or business through a safe, underground pipeline system, but safety also depends on you.

While natural gas is naturally colorless and odorless, National Fuel adds a rotten egg smell so you will know if there is a leak.

If you smell gas:

DO

- Leave the premises immediately.
- Call National Fuel's emergency line - 1-800-444-3130 - from a different location.

DON'T

- Turn any electrical switch on or off.
- Light any matches.

For gas emergencies, call 1-800-444-3130, 24 hours a day, seven days a week.



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Important Contact Information

Billing questions and customer service

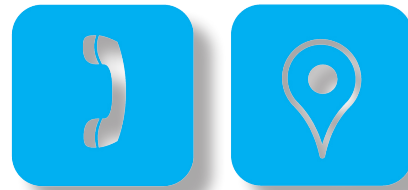
If you have a billing question, problem or request, please call us Monday through Friday, 7 a.m. to 6 p.m.

Buffalo-area: 716-686-6123

All other areas: 1-800-365-3234

Or visit NationalFuel.com for more information.

Customers with hearing or speech difficulties can communicate with us on an electronic display (TTY or teletypewriter) and can have a relay call placed to us by calling **711**.



For more information, including translation services, please call 1-800-365-3234.

Para más información, incluyendo servicios de traducción, por favor llame al 1-800-365-3234.

Making Bill Paying Easier

Direct Pay: The Fastest & Easiest Way to Pay

With the Direct Payment Plan, your monthly gas payment will be deducted automatically from your checking or savings account right before the late payment date. That means no more check writing, check charges, postage costs, etc. And it's FREE!



For more information, visit NationalFuel.com or call **1-800-365-3234**



Fuel For Thought

Summer 2020

New York Customer Newsletter

A Message from Donna DeCarolis, Utility President



While we continue to face the challenges of the COVID-19 pandemic together, I am pleased to share that even during these difficult times, National Fuel has provided safe and reliable natural gas service without interruption to our more than 743,000 utility customers in Western New York and Northwestern Pennsylvania. The Company's priority is always the safety of our employees, customers, and the community at large. The continuity of our operations is a direct result of the hard work and commitment of our dedicated utility workforce.

As National Fuel's business involves the critical provision of essential services, we have quickly and successfully adapted our work practices to meet customer needs under these most unusual circumstances. We have restructured our operations to assure safe social distancing, and have employed alternate schedules to protect employees and ensure that natural gas continues to be delivered reliably and safely 24 hours a day, 7 days a week. We have provided our frontline employees with crucial personal protective equipment and stringent safety protocols for use when required to enter customer homes.

We fully recognize the hardship that this unprecedented event creates for everyone. If you or someone you know is struggling to pay their bill, please call us. With numerous payment assistance programs available, we are here to help. Call **1-800-365-3234** or visit us online at HEAPhelps.com.

We thank all our community members who have worked tirelessly to provide essential services during this challenging time, and all others who have taken precautions to prevent the spread of the virus. As our communities begin to reopen in phases, National Fuel will proceed cautiously and at a pace that prioritizes the safety of our employees and customers above all else. We are proud of being part of such a strong, resilient communities.

Sincerely,

President, National Fuel Gas Distribution Corporation

HEAP Can Help

More than ever, people in our community need help. And the Home Energy Assistance Program is here to help you with your National Fuel bills.

HEAP grants are based on your last four weeks of income. So you may qualify even if you never have before.

Visit HEAPhelps.com or call **1-877-443-2743** (toll free) for more information.

Household Size	Max. Monthly Gross Income ⁽¹⁾
1	\$2,494
2	\$3,262
3	\$4,030
4	\$4,797
5	\$5,565
6	\$6,332
7	\$6,476
8	\$6,620
9	\$6,764
10	\$6,908
11	\$7,086

Add \$553 for each additional household member.

(1) Maximum monthly income limits are subject to change.

Excess Flow Valves

An optional device for National Fuel customers

Where conditions permit their use, National Fuel can install an Excess Flow Valve (EFV) on your natural gas service line (the underground line that runs from the main-line to the meter).

EFVs are designed to shut off the flow of natural gas automatically in the rare instance that the service line breaks or is damaged. These infrequent incidents are caused, primarily, by excavation damage.

A customer may request that National Fuel install an EFV on an existing gas service line on a mutually agreeable date, at a cost ranging from approximately \$1,200 to \$2,000 depending on the service size and the scope of the required installation work.

To install, National Fuel would need to excavate the service line at its connection to the gas mainline that runs down your street. Gas service will be turned off, the EFV installed, the excavation backfilled and your appliances relit. In some situations, we may need to replace your entire gas service at no additional cost.

An EFV must be sized to operate properly under your current natural gas usage conditions. Significant future usage increases, the installation of a natural gas emergency generator or pool heater, may require the replacement of an EFV at an additional cost.

To learn more about installing an EFV, please complete the form on our website at

NationalFuel.com/utility/efv.aspx

or call

1-800-365-3234

Mandatory Inspection for Customers with Inside Gas Meters

National Fuel needs to perform a mandatory inspection of its natural gas meter and adjoining piping. This safety inspection is required by Order of the New York State Public Service Commission due to changes in state regulations.

National Fuel will need access to the gas meter located inside your home by the end of August 2020.

The inspection will be completed at no cost to you. National Fuel employees will present identification when they arrive at your home and wear appropriate personal protective equipment to complete the safety inspection.

If we have not been able to complete this inspection at your residence, you will receive a letter in the mail. Please follow the instructions to schedule an appointment with us. The New York State Public Service Commission has required utilities to place \$100 non-access fees on customer account where they refuse access or miss two inspection appointments.

If you have questions, please contact us at 716-827-5560, Monday through Friday. Thank you in advance for your cooperation!

Keep Your Dog Safe According to the American Veterinary Medical Association, approximately 4.5 million people are bitten by dogs every year.

We love dogs, but we don't love dog bites. Any dog can bite: big or small, male or female, young, or old. It is not a dog's breed that determines whether it will bite, but rather the dog's individual history and behavior. Dogs bite for a variety of reasons, but most commonly as a situational reaction. Help us minimize dangerous situations - not only for the safety of our employees but for your dogs, too! Whether you're receiving scheduled service or we're on your property for a meter reading, please make sure your dog is in a separate, enclosed area before answering the door.



Be Safe & Call Before You Dig!

Now that the weather is finally warm, many individuals and contractors are working on outdoor projects that involve digging. Before picking up a shovel, make sure to have the underground utilities on your property marked. By calling 811 or visiting Call811.com, you can request to have professional locators mark underground utilities for free.



In New York, the law requires residents and contractors to call 811 at least two but no more than 10 business days in advance of the start of a project to allow local utilities to mark the approximate location of their lines and prevent accidental damage to underground lines.

It's a fast, easy way to protect yourself and those around you. All excavation projects – even small or shallow digging projects like planting trees and shrubs, anchoring a new swing set, or installing a fence or mailbox – require a call.

The Common Ground Alliance, a national association representing the utility industry, states:

- Every nine minutes an underground utility line is damaged because someone decided to dig without first calling 811.
- When you make the call to 811, damage occurs less than 1 percent of the time.
- Striking a single line can result in injury, repair costs, fines, and inconvenient outages.

When you call 811:

- Local utilities will send a professional to conduct a FREE site survey and mark the underground lines on your property.
- Once your underground lines have been marked, you will know the approximate location of your utility lines.
- Respect the marks and dig with care using hand tools near underground lines.
- Have an emergency plan.

Interstate Pipeline Markers Show What's Below

More than 2.2 million miles of pipelines efficiently deliver natural gas every day to American homes safely and reliably. Running underground, this interstate pipeline infrastructure is generally identified with pipeline markers and runs along streets, private property, easements across the country.

Interstate pipeline markers indicate the location, product carried, and the pipeline operator's contact information. The area on each side of the pipeline is known as a right-of-way. To ensure continued safety, the pipeline's owners have the right to restrict certain activities on private property within a right-of-way. Pipeline markers serve a critical role for people who might be digging at the location of a pipeline corridor – because even minor damage to a pipeline could cause a leak or failure.

In the unlikely event of a pipeline failure or leak, you may:

- Smell a rotten egg odor;
- Hear a hissing sound;
- See dirt, grass, or leaves blowing from underground;
- See water bubbling in a puddle or creek; and/or
- Notice a strange patch of dead grass.

Call 1-800-444-3130 with the exact location of what you've observed. We're available 24 hours a day, seven days a week to answer calls about leaks or other gas emergencies.

