



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,
7 days a week.**



National Fuel®

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 are able to communicate with us on electronic display (TTY or teletypewriter) and can have a relay call placed to us by calling **711**.

Residential Rebate Application Form is Now Available Online

Through the Conservation Incentive Program, customers in National Fuel's Western New York service area can receive a number of money-saving rebates by installing new, energy-efficient natural gas appliances. These residential rebates are available through our new online form at <https://www.fuelingtomorrowtoday.com/residential-customers/rebate-information/>.



**Due to COVID-19, the
Customer Assistance Centers
are temporarily closed.
Please check our website,
www.NationalFuel.com, for updates.**



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.



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Fuel For Thought

Fall 2020

New York Customer Newsletter

Safety Is Our Top Priority. Make It Yours Too!

Heating Safety and Efficiency

Have your heating system inspected by a qualified contractor every year before the heating season begins. The contractor should check the following:

- Cracks, rust and corrosion on the heat exchangers
- Obstructions, corrosion, or pipe separations on the flue and vent pipes
- Proper ventilation of the heating system
- Furnace filters
- Blower operation, clean and lubricate
- Pilots and burners
- Sharp blue flame on gas appliances
- Electrical connections and controls

****Always keep flammable materials outdoors, in approved containers and away from your furnace, water heater and all other natural gas appliances.***



Gas Safety Inside and Outside the Home

Natural gas appliances, equipment and connectors should always be installed and used according to manufacturer's instructions. We recommend periodic checks with the Consumer Product Safety Commission (1-800-638-CPSC or www.recalls.gov) or product manufacturers to determine if any of your natural gas equipment has been recalled.

Replacing Appliance Connectors

Natural gas connectors are corrugated metal tubes used to connect gas appliances to gas supply pipes. Some older, uncoated brass connectors can crack or come apart, causing a gas leak that could result in a dangerous situation. If you have an uncoated brass connector, you should have it replaced immediately with a new connector made of plastic-coated brass or stainless steel.

Only a qualified licensed plumber, heating contractor or appliance repairperson should check your connector and replace it if needed. **Do not try to do this yourself!**

House Lines

National Fuel's service line ends at your foundation wall if the meter is located outside. For inside meters, the service line ends at the first accessible fitting inside the wall. All piping beyond this point, running to the appliances, belongs to the property owner. Owners are responsible for maintaining and repairing their pipes and lines as needed and should conduct regular inspections.

Improper Piping

National Fuel does not recommend that you install your own natural gas lines. Only a qualified heating contractor or plumber should install gas lines. If you need work done, ask the contractor to install rigid steel pipe or flexible stainless steel piping.

What to Do in Case of Flooding

If there is flooding in your home, be safe and call National Fuel, especially if you smell natural gas. Our emergency number is **1-800-444-3130**. If any gas appliance burners or controls have been under water, DO NOT try to relight the appliance. Call a qualified contractor to inspect your equipment before you use it again.

Carbon Monoxide Poisoning Awareness

Learning to identify the symptoms of carbon monoxide poisoning could be a lifesaver. Symptoms include:

- Fatigue
- Dizziness
- Coughing
- Paleness
- Headache
- Nausea
- Irregular breathing
- Cherry-red lips/ears



If you, or anyone in your house, experience these symptoms, immediately open your windows and doors to ventilate your home. Then move outside and call 911 or your fire department.

**For more gas safety
information, visit:
www.NationalFuel.com**



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Payment Options & Assistance

There are multiple ways to pay your natural gas bill as well as a variety of programs available to assist with bill payment.



Direct Payment/Paperless Billing

Never forget to pay your bill again. Our direct payment plan automatically deducts your monthly gas bill payment from your checking or savings account on the bill due date. Your gas bill is paid on time and without having to worry about writing a check, buying a stamp, or mailing a payment.

You will still receive your monthly billing statement 20 to 23 days before the late payment date.

The direct payment plan is especially compatible with our budget plan. By participating in both programs, you can be prepared for your monthly deductions. Visit www.NationalFuel.com to enroll today.



Budget Plan

Our budget plan lets you plan ahead with a stabilized monthly bill for up to one year. The plan divides your estimated annual bill into 12 payments.

We also offer a 10-month budget plan covering September through June.

We may adjust your budget plan amount periodically to ensure that it remains accurate.

Visit our website to log in or to create an account to sign up for the budget plan.

Neighbor for Neighbor Heat Fund

Applicants for this home heating assistance program must fall into at least one of the following classifications: be at least 55 years old, have a certified medical emergency, be disabled, be a veteran with a verified financial need, or be receiving unemployment benefits.

For more information, contact:

The Salvation Army
716-883-9800, Ext. 230

Catholic Charities
716-484-9188

For additional agencies, please visit
www.NationalFuel.com

Deferred Payment Agreement

If you anticipate a problem with making your payment we may be able to negotiate an agreement with you to provide a repayment plan on your account balance.

Statewide Low Income Program (SLIP)

If you receive a HEAP benefit, you are automatically enrolled in National Fuel's low-income discount program. Participants in the program will get a monthly discount based on the level of HEAP assistance received and will automatically be enrolled in the Budget Plan. There is no need to separately apply for this discount; you just need to apply for and receive HEAP.

Special Protection

National Fuel offers special protections for customers who reside in households where all residents are age 62 or older, 18 or younger, blind, or disabled. Please call us at **1-800-365-3234** for more information.

You can designate a third party to be notified in case you forget to pay your gas bills as part of our Third-Party Notification Program.

Eligible customers who are retired or permanently disabled can coordinate bill due dates to coincide with the arrival of income checks through the Extra Security Plan.

Having Trouble Paying Energy Bills? HEAP Can Help!

Eligible customers can receive help with their heating bills. The 2020-21 HEAP season is scheduled to open Nov. 2, 2020.

If you need help paying your heating bills, the Home Energy Assistance Program (HEAP), a federally funded program, may be a solution. HEAP funding is limited and is awarded on a first-come, first-served basis, so make sure you apply as soon as possible.

Grant amounts vary and will be provided only while HEAP funding remains available. **Regular grants up to \$416*** are available to reduce the amount of your heating bill.

Emergency grants up to \$350 are also available beginning Jan. 4, 2021, to provide additional assistance to prevent a heat-related emergency. Depending on your circumstances, you can apply by mail, in person*, by telephone or on the web at www.MyBenefits.ny.gov.

***HEAP is contingent upon funding from the federal government. *Some counties may restrict in office appointments.**

You may be eligible to receive HEAP benefits if your gross household income is at or below the proposed income levels:

Household Size	Max Monthly Gross Income
1	\$2,610
2	\$3,413
3	\$4,216
4	\$5,019
5	\$5,822
6	\$6,625

Higher monthly and annual income limits are available for larger households. Maximum gross income levels are subject to change.

Visit
www.HEAPhelps.com
or
call 1-877-443-2743
for more information.

Less energy = Lower emissions

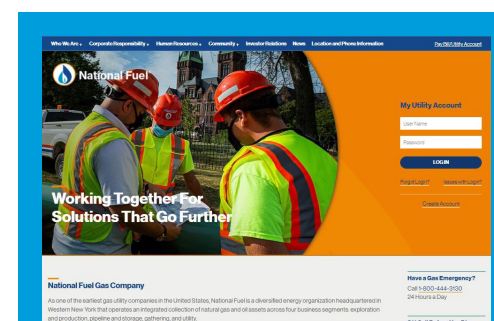
Fueling Tomorrow Today is helping customers realize this conservation—and save money in the process.

Fueling Tomorrow Today is an initiative that focuses on advancing the development of a low carbon future and evolving the role natural gas plays in our everyday lives. To help empower customers to make smarter decisions concerning energy solutions in the short- and long-term, National Fuel is offering incentives and rebates through specialized programs like the Conservation Incentive Program (CIP) to reduce greenhouse emissions through greater energy efficiency, as well as education and research to help customers make more informed energy decisions for their family or business.

If you have submitted a rebate application and have questions about your application or the Fueling Tomorrow Today initiative, call 1-877-285-7824 (residential) or 1-844-365-3493 (non-residential).

Fueling tomorrow today

Using less. Doing more.



Check out our new and enhanced website from your PC, tablet or mobile device at
www.NationalFuel.com.