

Need assistance managing your energy bill?



Numerous programs and payment plans are available to help those who struggle to make payments, including:

NEW Bill Relief Program

A NYS energy bill forgiveness program for income-eligible customers in response to the COVID-19 pandemic. Residential customers who receive qualifying government assistance will receive a bill credit for unpaid balances for service billed through May 1, 2022.

To qualify, you must be enrolled in National Fuel's SLIP or EAP program by **Dec. 31, 2022** or have received a HEAP benefit.

The following qualify you for the Bill Relief Program:

- Lifeline Telephone Service Program (Lifeline)
- Supplemental Nutrition Assistance Program (SNAP)
- Medicaid
- Veterans Disability or Survivors Pension
- Federal Public Housing Assistance
- Bureau of Indian Affairs General Assistance*
- Head Start*
- Tribal TANF*
- Food Distribution Program on Indian Reservations*
- Utility Guarantee/Direct Vendor programs
- Temporary Assistance for Needy Families (TANF)
- Safety Net Assistance

** indicates applicable if living on tribal lands*



Scan the QR code for more information on payment assistance programs.



National Fuel[®]

Payment Assistance for NY Residential Customers

Home Energy Assistance Program (HEAP)

Up to \$476 of federal funding to help pay existing heating bills. A family of four earning \$65,820 or less may qualify for assistance this year. The program is open, and funds are available on a first-come, first-served basis.

Visit HeapHelps.com for more information.

Deferred Payment Agreements

Repayment plans are based on your financial situation.

Neighbor for Neighbor Heat Fund

Grants of up to \$500 per year for low-income individuals or families.

Budget Plan

Stable monthly payments to know how much each heating bill will be.

Automatic Payment Plan

Automatic monthly payments to never miss a payment.

**Call 1-800-365-3234
or visit nationalfuel.com**



National Fuel®

NY 11/22