



## 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:

- Leave the premises immediately.
- Call National Fuel's emergency line – 1-800-444-3130 – from a different location.
- **DO NOT** turn any electrical switch on or off.
- Avoid creating sparks or flames.

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



## Important Contact Information

### Billing questions and customer service

If you have a billing question, issue 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](http://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.

### Less energy = Lower emissions

At National Fuel, Fueling Tomorrow Today is helping customers to reduce energy consumption. Not only do customers save money, but they help the environment by reducing emissions. 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.

Learn more at [FuelingTomorrowToday.com](http://FuelingTomorrowToday.com).

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.

### Residential Rebate Application Form is Available Online

Through the Conservation Incentive Program, customers in National Fuel's Western New York service area can receive a number of moneysaving rebates by installing new, energy-efficient natural gas appliances. These rebates are available through our new online form at [FuelingTomorrowToday.com](http://FuelingTomorrowToday.com).

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



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.



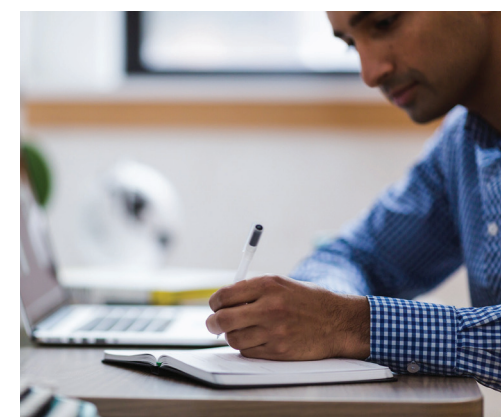
## Energy Costs Are Rising—But Relief Is Available.

With the colder temperatures of fall and winter now on the horizon, it's time for families to think about heating their homes.

Unfortunately, the cost to do so will be higher than last year, and this increased price will have an impact on individuals and families already struggling to make ends meet.

National Fuel understands this and is committed to helping our customers through these challenging conditions. From bill forgiveness programs to payment plans, rebates and more, we're providing ways for eligible homes to maintain their energy needs throughout the coming months. Consider these available resources:

- **Bill Relief Program** – Provides bill forgiveness for income-eligible customers struggling with payment and currently enrolled in National Fuel's Statewide Low-Income Program (SLIP).
- **Statewide Low-Income Program (SLIP)** – Provides monthly bill discounts on gas delivery charges and is based on the amount of current Home Energy Affordability Program (HEAP).
- **Home Energy Affordability Program (HEAP)** – This federal grant program helps income-eligible Upstate New York residents (at below the state's median income level) pay their energy bills.
- **Emergency HEAP** – Part of HEAP, but for qualified households who've recently received a shutoff notice.
- **Budget Plan** – Lowers bills during winter by spreading out heating bill balances over 12 months. The average residential customer on Budget Plan would pay approximately \$130/month this winter versus seasonal highs of \$250+.



- **Conservation Incentive Program (CIP)** – Provides rebates for installing high-efficiency appliances in your home.
- **Sealed** – In partnership with National Fuel, covers the upfront costs for upgrades that improve home energy efficiency through weatherization, climate control and more.
- **Neighbor for Neighbor** – Available on a first-come, first-served basis and provides qualified low-income Western New Yorkers with help paying their heating bills, preventing disconnection of service and more.

For more details about each of these programs, please visit: [FuelingTomorrowToday.com](http://FuelingTomorrowToday.com) today!



## Why Are Natural Gas Prices Going Up?

There are a lot of questions right now around rising natural gas prices. National Fuel does not control the assigned value of the global commodity or profit from its jump in cost, with approximately 75% of each customer bill pertaining to supply cost, and 25% to the delivery charge.

But many other verifiable factors are at play, including—but not limited to—the following:

- Geopolitical events—like the war in Ukraine are increasing demand for U.S. liquefied natural gas.
- Natural gas pipelines are at full capacity and permitting of new infrastructure has been impeded.
- Increased usage of natural gas to generate electricity across the U.S.
- Return of economic activity following pandemic shutdowns.
- Increased U.S. demand for natural gas (up 3% in 2021–2022) due to colder temperatures and a slight increase in industrial demand.
- Higher production costs due to inflation and disruptions from COVID-19.

And these are just recent factors. Over the past 24 months, this list expands to include such things as constricted infrastructure capacity and pandemic-related labor shortages.

Overall, much like prices of other consumer goods and services, market forces—including storage levels, production rates, and basic supply and demand—have raised the cost of natural gas. While it remains the most affordable energy option available, the resource's increased price affects all of us, and National Fuel is committed to helping its customers through this challenging time.

## Helpful Tips to Lower Energy Usage

We know the cost of upcoming heating bills will be higher than last year. That's the bad news—but there is good news: Manageable steps can be taken to relieve the burden for each of us.

Along with available relief programs for eligible customers through National Fuel and New York State, there are plenty of cost- and energy-saving measures that you and your family can take throughout the coming months. Consider the following:

- Lower the thermostat – Reduce your heat to a level that saves energy, but still provides adequate warmth to everyone at home.
- Maintain heating equipment – Use a qualified heating contractor to be sure your furnace is working safely and efficiently.
- Change your filter – A clean furnace filter leads to greater efficiency—and a warmer home.
- Keep the dampers closed – Keeping this fireplace feature closed (when not in use) will keep the cold air out when you're not warming by the flames.
- Apply insulation kits to storm windows – These treatments are affordable, effective and keep the cold air out—while keeping the heat in your home.
- Seal windows and doors – Make sure proper caulking and other sealants are applied to these cold air entry points.
- Check the drip – Make sure all hot water faucets are closed tight and not needlessly dripping.

For more details about these tips, available relief programs and more, please visit [FuelingTomorrowToday.com](http://FuelingTomorrowToday.com).



## Gas Safety

Heating Safety/Efficiency, Inside/Outside Home, Replacing Appliance Connections, House Lines, Improper Piping, Flooding, CO

### 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](http://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. We are required by law to periodically inspect inside meters and piping connections for leakage and corrosion.

### 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 Safety

Carbon monoxide is an odorless, colorless and dangerous gas. It's released when appliances that use natural gas aren't working properly. Prevent carbon monoxide poisoning and learn the symptoms.

**Following our CO Safety Checklist can keep your family safe.**

- Have your chimney, appliances and heating equipment inspected and tested by a qualified professional every year.
- Install ventless heaters in accordance with manufacturer specifications. Install at least one carbon monoxide detector in your home.
- Clear snow and ice from appliance exhaust and intake air vents.
- Keep vents and flues free of debris.

### Follow these CO safety tips:

- Never rely on carbon monoxide detectors as a substitute for maintaining appliances, heating equipment or chimneys.
- Never use a gas oven or stovetop for heating.
- Never use ventless heaters as a primary heating source.
- Never run gasoline engines (such as gas generators) or automobiles in an enclosed space.
- Never use a portable charcoal or propane grill indoors.

### Know the symptoms:

- Fatigue
- Coughing
- Headache
- Irregular breathing
- Dizziness
- Overall paleness
- Nausea
- Cherry red lips and ears

Keep CO Safety top of mind.

If you suspect carbon monoxide poisoning, get outside immediately. Then call 911.