



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 and proceed to a safe distance of 330 feet, or about the length of a football field.
- Then call National Fuel's emergency line: 1-800-444-3130.

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.



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**.



Keep Your Account Information Current

National Fuel encourages you to always keep your account contact information up to date. It is especially important that we have your most current phone number on file. We may need to reach you regarding scheduled maintenance and repairs or to provide notice of outages or emergencies in your area.

We realize that many individuals use cellphones as their primary form of contact and recommend updating your account to reflect such if you have not already done so. To update the phone number on your account, please call **1-800-365-3234** to speak with a customer service representative.



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.

Fueling tomorrow today



Using less. Doing more.

Summer 2022
New York Customer Newsletter

Need Assistance Managing Your Energy Bill?

Helpful service from National Fuel is only a call or click away.

There are numerous programs and payment plans available to help individuals who struggle to make payments. Visit NationalFuel.com and click on payment assistance or call today at **1-800-365-3234**.

Payment Assistance

Home Energy Assistance Program (HEAP)

Federally funded program that can provide significant help with energy bills. Generally available on a seasonal basis with regular and emergency grants. Visit HEAPhelps.com

Statewide Low Income Program (NYS Energy Affordability Program)

Discount for eligible residential customers. Customers who receive HEAP are automatically enrolled. Others can apply online.

Neighbor for Neighbor Heat Fund

This fund helps customers meet basic energy needs. Eligibility includes any of the following: disabled, have a certified medical emergency, at least 55 years old, recently unemployed, veteran, having difficulty paying your bill.

Special Protections

Safeguards exist for customers who live in households where all residents are 62 and older, 18 or younger or disabled, to help ensure that the heat stays on in the winter.

Deferred Payment Agreements

Repayment plans are based on your financial situation.

Budget Plan

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

Convenient Payment Options

AutoPay

Don't worry about paying your bill at all! Enroll in AutoPay. Your bills will be automatically paid on the due date each billing cycle using your default credit card or bank account.

Pay by Text

Enroll in Pay by Text. Fees may apply. After making a one-time payment via our website or making a payment with our automated payment system you can store your payment method and you'll have the option to respond via text to pay your bill.

Paperless

Reduce paper clutter and the need to file or shred documents. Go paperless to receive bills, reminders, and receipts via email. You will receive an email notification each time a new bill is ready for you to view and pay.



Summer Safety

Tips for a fun and safe summer!

Keep Your Dog Safe

We love dogs, but we don't love dog bites. Any dog can bite. 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 keep these 5 tips in mind:

1. Make sure your dog is in a separate, enclosed area before answering the door.
2. If service is being done outside your home, keep your dog in the house even if you have invisible fencing.
3. Remember, for their safety, employees are instructed to never pet or interact with dogs while they are on the job.
4. Pay attention to your dog's body language. A tensed body, stiff tail, pulled-back ears, and intense stare mean your dog is uncomfortable and may feel the need to bite.
5. If you believe your dog is going to attack, try to place something between the dog and the representative, like a purse or backpack.

Following these tips will help minimize dangerous situations – not only for the safety of our employees but for your dogs, too!

Natural Gas Generators

Having a natural gas generator on hand can be very helpful when unexpected power outages occur at your home or business.

Manufacturers of these products do not recommend their use by customers to supply power to critical life support equipment (LSE). It is dangerous and potentially deadly to operate LSE with a home backup generator. Customers with LSE that lose electric service should immediately call 911 in an emergency, or call their electric utility to advise of loss of service and receive further instruction.

If you or someone you know uses LSE at home, be sure to contact your electric utility provider to enroll in their Life Support Equipment program. While enrollment doesn't guarantee uninterrupted electric service, those programs provide information and notifications to help customers using LSE stay informed, prepared and safe during an electrical outage.



Make Sure You Know What's Below & Call Before You Dig!

Did you know that approximately 3 million miles of pipelines efficiently, safely and reliably deliver natural gas every day to around 77 million American homes and businesses? As warm weather brings on more time outdoors and home-improvement projects, it is important to know what's below ground before starting any digging projects, especially in the vicinity of pipeline markers.

Most pipelines are not visible, so pipeline markers serve a critical role in alerting that a pipeline is in the area. Pipeline markers indicate the pipeline's approximate location, product carried, and the pipeline operator's contact information, but don't assume a pipeline isn't present when there is no marker.

Before picking up a shovel, make sure to have the underground utilities on your property marked. By calling **811** or visiting udignv.org, you can request to have professional locators mark underground utilities for free.

In New York, the law requires 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. Residents are highly encouraged to make the call.

Safe digging is no accident, it's the law. Call 811 before:

- Planting or removing trees, flower beds, or bushes.
- Installing fences, drainage, mailboxes, etc.
- Grading yards and removing dirt.
- Anchoring supports for decks and swing sets.

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.

Even minor damage to a pipeline may cause a leak or failure, so please, **always call 811 before you dig!**



National Fuel Pipeline Markers

Natural Gas Meters

Important information you need to know.

Natural Gas Meter Safety

Approximately 5% of potentially hazardous natural gas leaks are caused by damage to customer meters. Follow these important safety tips when working around natural gas meters:

- Maintain 2 feet of clearance when mowing or trimming around meters. Use hand tools to landscape within the 2-foot buffer zone.
- Do not hang or lean tools on or against meters.
- Use caution when trimming tree branches and shrubs near meters. Do not leave equipment parked in front of meters.
- Keep mulch or garden rocks at least 6 inches below the bottom of gas meters.
- Plant shrubbery away from gas meters to allow access in the event of an emergency.



Mandatory Inspection for Customers with Inside Gas Meters

On an ongoing basis, National Fuel needs to perform a mandatory inspection of its natural gas meter and adjoining piping at regular intervals. This safety inspection is required by Order of the New York State Public Service Commission.

National Fuel will need access to the gas meter located inside your home in order to complete this inspection. 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. COVID-safety protocols are followed per the Centers for Disease Control & Prevention (CDC) and state health department guidance.

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 accounts where they refuse access or miss inspection appointments per occurrence.

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

Customer Meter Reads

By submitting your meter reading on months we don't read your meter, you'll receive a bill based on your actual gas usage to prevent estimated bills. Estimated bills are based on the amount of gas used at your service address for the same or similar time period from the previous year.

You can provide your meter read:

- By calling our self-service line 1-888-NFG-READ (1-888-634-7323). You will need your account number and meter read available.
- By visiting our website, nationalfuel.com/utility/submit-meter-reading/. You will need your account number, zip code and meter read available.

Please call us at **1-800-365-3234** to request a copy of your meter reading schedule to help you report your monthly readings accurately and at the appropriate time.

Instruction on how to read your meter can be found at NationalFuel.com/utility/submit-meter-reading/.

Excess Flow Valves

What are they and why you might be interested?

Excess flow valves are 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.

