



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.



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](https://www.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](https://www.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 Now 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](https://www.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.



Climate Action Council Draft Scoping Plan: Public Comment Period Open

The Climate Leadership and Community Protection Act (Climate Act) was signed into law in 2019 as one of the most ambitious climate laws in the world. The law created the Climate Action Council (the Council), which is tasked with developing a draft scoping plan that serves as an initial framework for how the State will reduce greenhouse gas emissions and achieve net-zero emissions, increase renewable energy usage, and ensure climate justice. On December 20, the Council voted to release the draft scoping plan for public comment.

The scoping plan sets forth a schedule to achieve a number of objectives, including:

- Substantial changes to all of New York's energy sectors – transportation, buildings, electricity generation, industry and agriculture – with the goal of eliminating the use of fossil fuels, including natural gas and gasoline, to the extent achievable;
- Increased electrification supported by renewable resources including windmills and solar power;
- Bans on replacement of natural gas appliances and equipment in new and existing homes; and
- Plans for investment in communities that have been disproportionately impacted by climate change.

The release of the Draft Scoping Plan, available at climate.ny.gov, kicks off a 120-day public comment period beginning Jan. 1, 2022. New Yorkers are encouraged to submit comments via the online public comment form, found here: climate.ny.gov/Our-Climate-Act/Draft-Scoping-Plan, via email at scopingplan@nyserda.ny.gov, and via U.S. mail to Attention: Draft Scoping Plan Comments, NYSEDA, at 17 Columbia Circle, Albany, NY 12203-6399. New Yorkers are encouraged to comment on the draft scoping plan during a 120-day public comment period that began January 1, 2022. Public comments can be submitted via the online public comment form (available on the above web link), via email, and via U.S. mail. In addition, the Council will hold at least six public hearings across the State, both in-person and virtual. More details about the public hearings will be made available by the Council in early 2022.

Make Your Voice Heard!

NY Climate Act Scoping Plan



climate.ny.gov



scopingplan@nyserda.ny.gov



NYSEDA
Attn: Draft Scoping Plan Comments
17 Columbia Circle, Albany, NY
12203-6399

120-day Public Comment Period on the Draft Scoping Plan begins January 1, 2022

[#NYActsOnClimate](https://twitter.com/NYActsOnClimate)

Stay Safe This Winter Season

Making sure your home isn't only warm, but also safe!

Pay Attention to Outdoor Gas Meters, Furnaces and Vents

Natural gas furnace exhaust vents can become easily clogged by debris, ice, or snow, causing the furnace to shut off or operate inefficiently. Blocked vents also can lead to a buildup of carbon monoxide (CO) gas inside a residence. CO is a colorless, odorless, and dangerous gas produced when fuel is burned without enough air for complete combustion. CO poisoning can cause death.

Symptoms of CO Poisoning Include:

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

Those experiencing symptoms of CO poisoning should immediately open windows and doors, move outside and call 911.

Avoid a CO emergency by:

- Having a professional inspect and test chimney and heating equipment annually.
- Install at least one CO detector.
- Never use a gas oven or stovetop for heating.
- Never run a gasoline engine, generator, or automobile in an enclosed space.
- Never use a portable charcoal or propane grill indoors.

Natural Gas Detectors

Be aware that similar to smoke and CO detectors, natural gas detectors are available to detect gas leaks and will sound an audible alarm or voice alert when natural gas is detected. Customers should leave the premises immediately and call National Fuel's emergency line, 1-800-444-3130, from a different location when gas is detected. Natural gas detectors are available at home improvement stores and online.

Be Mindful of Wintery Conditions

Snow, ice, and extreme cold temperatures can pose a variety of issues for heating systems. Ensure outdoor gas meter safety and proper service by:

- Keeping the gas meter and area around the meter free of snow.
- Clearing paths to the meter.
- Informing those working, shoveling, plowing, or snow blowing of the meter location.
- Not letting children play or climb on the meter.
- Exercising caution when removing icicles from the meter or the area above it.
- Calling National Fuel, 1-800-365-3234, if a meter becomes encased in ice.

Utility Scammers

Customers are reminded that

- National Fuel employees DO NOT conduct door-to-door sales. Any salesperson wearing a hard hat, another article of clothing or accessories commonly associated with utility employees is not likely a National Fuel Employee.
- National Fuel employees DO NOT visit customer homes to view gas bills, to sign any agreements or to discuss account matters unless they are related to collections activities.
- National Fuel employees DO visit customer homes for operational purposes, including meter reading, construction work and gas emergencies. Employees will carry identification cards and will produce them without resistance if asked.



To learn more about natural gas safety, visit NationalFuel.com/utility/gas-safety/

Struggling to Pay Your Winter Heating Bills?

Apply for HEAP.
Get up to \$10,000.



From hourly to salaried, blue collar to white collar, renters to homeowners – the federally funded Home Energy Assistance Program is for everyone. Again this year, even more people will need help paying their heating bills.

If you're a National Fuel customer who uses natural gas to heat your home, you may be eligible to receive a grant of up to \$426. Funding is limited and will be distributed on a first-come, first-served basis.

To download your fast and easy application, go to HEAPhelps.com

See the chart below to see if you qualify:

Household Size	Monthly Gross Income
1	\$2,729
2	\$3,569
3	\$4,409
4	\$5,249
5	\$6,088
6	\$6,928

HEAP RAS

An incredible one-time Home Energy Assistance Program (HEAP) benefit is available to pay up to \$10,000 in gas and/or electric arrears for low-income households in New York state that are in collections or otherwise facing disconnection or termination of service.

Regular Arrears Supplement (RAS) funds – secured through the American Rescue Plan Act of 2021 – will be distributed on a first-come, first-served basis until the limited funds are exhausted or program expiration on Sept. 30, 2022.

Administered through the local Departments of Social Services, this RAS benefit will pay the entire current balance (including arrears) up to \$10,000 at the time the HEAP Regular benefit is authorized.

The RAS Benefit is available to customers who are eligible for HEAP and are behind on their heating bills. Customers are encouraged to contact their local Department of Social Services for more information. A list of local offices by county can be found at otda.ny.gov/programs/heap/contacts/.

Making Bill Paying Easy

There are multiple ways to pay your natural gas bill.

AutoPay and Paperless Billing

Never forget to pay your bill again. Our auto 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.

Deferred Payment Agreements

Repayment plans are based on your financial situation. If you are unable to make your payment, please call us as soon as possible.

Budget Plan

Stable monthly payments to know how much each heating bill will be. Be able to plan ahead with stabilized monthly bills for up to one year. Your budget plan amount may be adjusted periodically to ensure that it remains accurate.

Estimated Bills

If you'd like to read your own meter, we'll send you a schedule that's clearly marked with the scheduled meter reading dates for your account. You then can call and report your monthly meter reading.

Payment Assistance Programs Available. Don't Wait; Call Today!

Customers struggling to pay their bills are strongly encouraged to call 1-800-365-3234 to learn about a variety of programs available to help this winter.

Win a \$100 Visa Gift Card!

Enroll in paperless billing and/or AutoPay.

DETAILS COMING MARCH 2022