



Dear North East Heat & Light Customer:

Recently, you received a letter from Sam Miller, owner/operator of North East Heat & Light Co. (NEHL), informing you of his intention to retire and to sell the assets and service responsibilities of NEHL to National Fuel Gas Distribution Corporation (National Fuel). National Fuel already provides gas service to parts of North East Township and is excited to expand service further into your community, ensuring natural gas is provided safely, reliably and affordably well into the future.

National Fuel has entered into an agreement to purchase NEHL's natural gas distribution system, and earlier this month, National Fuel and NEHL filed a joint application with the Pennsylvania Public Utility Commission (PUC) seeking approval of that transaction. The approval process is expected to take several months. Once approved, National Fuel will assume operation and maintenance of NEHL's natural gas distribution system.

As a current NEHL customer, there is nothing you need to do. Once approved by the PUC, you will receive a follow-up letter informing you of a transition date. Until that time, you will continue to be customers of NEHL and you should continue to contact the NEHL office for customer assistance. After the transition date, you will automatically become a National Fuel customer, begin receiving bills from National Fuel and will contact us for customer assistance.

National Fuel is not requesting to raise your standard natural gas delivery rates as part of the application. We are seeking approval to add minimal charges to fund the Customer Assistance Program (CAP) program and for capital efforts to enhance system efficiency and reliability. For an average residential customer, this will translate to an additional \$1.79 a month.

In addition, NEHL customers will move to National Fuel's gas supply cost rate. While these costs are passed through dollar-for-dollar with no utility profit margin, National Fuel's larger scale generally results in more favorable gas pricing. For example, on average during the past three years, the average residential NEHL customer would have saved \$12.36 per month with National Fuel's gas cost rate.

National Fuel offers qualifying low-income customers discounted monthly bills and debt forgiveness through its Customer Assistance Program (CAP). Additional payment options and programs designed to promote bill affordability include weatherization assistance for qualifying households and grants for qualifying hardship events.

We Know You Have Questions – Attend Our Open House

National Fuel invites you to attend an open house on **Monday, November 3 from 5:30 to 7:30 p.m.** at the North East Elementary School Cafeteria, 50 E. Division St. National Fuel representatives will be on onsite to share information about National Fuel and answer questions you may have. To RSVP, email NEHLCustomers@natfuel.com and indicate name, address and the number attending in your party. Additional information about the transition can be found on NationalFuel.com or by scanning the QR code. Questions also can be directed to 814-871-8101.

We are looking forward to a seamless transition and to serving you!



**Scan to visit
National Fuel's
dedicated NEHL
Transition website.**