



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.



 Please recycle

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.

Erie-area: 814-871-8200

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.

Cross Bore Sewer Line Safety

Cross bores occur when natural gas lines or other utilities are installed through sanitary or storm sewer lines when using trenchless construction technology. A hazard can occur when mechanical equipment used to unclog sewer lines hits and penetrates a natural gas line.

In recent years, improper cross bores have led to incidents across the nation that have resulted in property damage, injury and even death. National Fuel takes extensive measures to ensure that our current trenchless construction practices are minimally invasive and safe.

If you suspect a cross bore blockage but are unable to visually verify one does not exist, follow these precautionary measures before you attempt to clear a sewer blockage beyond the outside wall of a building:

- Call 8-1-1 for underground utility locations to determine if the blockage is in the vicinity of utility lines.
- If you suspect that a sewer blockage was caused by a natural gas line, please call 1-800-444-3130.
- If you find a cable cross bored through the sewer, please call your local electric or telecommunications utility.



graphic: courtesy of PAICall.org (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 winter upon us, families need to think about how they are 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:

Low-Income Home Energy Affordability Program (LIHEAP) – Federally funded program that can provide significant help with energy bills for income-eligible Pennsylvania residents.

LIHEAP Crisis Grants – Part of LIHEAP, but for qualified households who've recently received a shutoff notice.

PA Homeowner Assistance Fund (PAHAF) – Federally funded program to assist Pennsylvania homeowners facing financial hardship due to the COVID-19 pandemic. Program provides financial assistance to homeowners for qualified mortgages and housing-related expenses, including utility bills, to avoid delinquency, default, foreclosure or displacement.

Neighbor for Neighbor – Available on a first-come, first-served basis and provides qualified low-income northwestern Pennsylvanians with help paying their heating bills, preventing disconnection of service and more.

Low-Income Residential Assistance (LIRA) – Reduces customer bill by 10% to 80% and the existing balance could be forgiven.

Low-Income Usage-Reduction Program - Energy saving weatherization to homes for customers who meet income/consumption requirements.

Customer Assistance Referral and Evaluation Service (CARES) – Payment arrangements and assistance referrals for customers facing hardships.

Budget Plan – Lowers bills during winter by spreading out heating bill balances over 12 months.

Payment Arrangements – Extended payment terms for customers who are unable to pay their bill.

For more details about each of these programs, please visit: NationalFuel.com.



Why Are Natural Gas Prices Going Up?

There are a lot of questions right now around rising natural gas prices. National Fuel (the Utility) purchases gas at the lowest available cost and passes that cost directly to consumers with no markup.

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

- 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.
- Geopolitical events—like the war in Ukraine—are increasing demand for U.S. liquefied natural gas.

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 federal programs, 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.



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) 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.

