



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.

Erie-area: 814-871-8200

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.

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.

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



Together, we can weather any storm.

Get help managing your winter heating bills.

We're all used to storms. But this heating season, we're experiencing a new one. That's why National Fuel is connecting customers with programs and resources that can make their payments more manageable. Because together, we can weather any storm. Learn about different payment assistance programs and resources below.

Payment Plan Options

National Fuel offers different payment plans so you can choose the one that fits your lifestyle.

- **AutoPay Payment Plan** — Automatically deduct your monthly gas bill payment from your checking or savings accounts on the bill due date. Never forget to pay your bill again!
- **Budget Plan** — Plan ahead with a stabilized monthly bill for up to one year. This plan divides your estimated annual bill into either 10 or 12 payments.
- **Estimated Bills** — If you'd like to read your own meter, we'll send 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 on those dates.
- **Deferred Payment Agreement** — If you are unable to make your payment, please call us as soon as possible. You may be asked to provide income and expense information. Based on that, we may be able to arrange a deferred payment agreement.

Payment Assistance Programs

At National Fuel, we constantly strive to take care of our neighbors and communities. If you or someone you know is struggling to pay heating bills, there are many payment assistance programs available.

Contact us today at 1-800-365-3234.

Learn More

For more information on how National Fuel can support you this winter heating season, visit [WeatherAnyStormPA.com](https://www.weatheranystormpa.com).

Energy Efficiency Tips

Making small and inexpensive adjustments in your home can help to reduce emissions in the atmosphere and put a little bit more money in your pocket.

- **Reduce air leaks** — Use caulk or weather-stripping to seal leaks around floors, walls, ceilings, ducts, fireplaces, plumbing, doors, windows, fans, vents and electrical outlets.
- **Lower the thermostat** — Turning back your thermostat by 10°-15° for eight straight hours can save about 5%-15% a year on your heating bill. Programmable thermostats allow you to automatically turn down the temperature.
- **Change or clean air filters** — Cleaning furnace air filters once a month during the heating season helps it to "breathe" more easily and consume less energy.
- **Control warm airflow** — As heat rises, use registers to direct warm airflow across the floor. Close vents and doors in unused rooms and dampers on unused fireplaces to keep warm air where you want it.
- **Check your water heater** — Set your water heater to 120° or the medium temperature setting. Drain a quart of water from your tank every three months to remove sediments that can impact efficiency. Insulate water heaters with insulation blankets in accordance with manufacturer's guidelines.
- **Preserve water** — Lower water bills by installing water-flow restrictors in showerheads and faucet. Only run your washing machine with a full load.
- **Reflect heat** — If radiators are located near cold walls, place a sheet of aluminum foil between the radiator and the wall to reflect heat into the room.
- **Use sunlight** — Open curtains and blinds to let in direct sunlight, but close them at night or on cloudy days.
- **Replace light bulbs** — Replace standard incandescent light bulbs with new, energy-saving LED lighting.

Stay Safe This Winter Season

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

Pay Attention to Outdoor Gas Meters, Furnaces and Vents

Natural gas furnaces and fireplaces have a vent pipe or flue that sends exhaust and gaseous byproducts outdoors through a chimney or pipe. 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. When inhaled, carbon monoxide can cause unconsciousness, brain damage and death.

Symptoms of CO Poisoning:

- 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 qualified professional inspect and test chimney, appliances 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

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/](https://www.nationalfuel.com/utility/gas-safety/)

Struggling to Pay Your Winter Heating Bills?

Apply for LIHEAP.



From hourly to salaried, blue collar to white collar, renters to homeowners – the federally funded Low Income 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 \$1,000.

Funding is limited and will be distributed on a first-come, first-served basis.

Call or visit your local county assistance office to apply, and be sure to apply in the county where you live. You can also apply quickly and easily online at www.compass.state.pa.us.

View the chart below to see if you qualify:

| Household Size | Monthly Gross Income |
|----------------|----------------------|
| 1 | \$1,698 |
| 2 | \$2,288 |
| 3 | \$2,878 |
| 4 | \$3,468 |
| 5 | \$4,058 |
| 6 | \$4,648 |

Crisis Grants

If you are without service or have received a shut-off notice, you may also be eligible for a crisis grant of up to \$1,000. If you are applying for a crisis grant, you will need your shut-off notice or a form from the utility company stating how much is needed in order to have service restored.



Cooking with Gas

Ways to Increase Your Safety

You and your family are important to us, so that's why we want to make sure that you enjoy the benefits of cooking with a natural gas stove or range in the safest way possible. Next time you're in the kitchen, remember:

- Ensure all burners are completely off when you're done cooking and before you leave the house.
- Your pilot light should always be on. Blowing out the light doesn't stop gas from escaping and can be dangerous.
- If you need to move or replace a gas-fired appliance, such as a stove, call a professional.
- Regularly check the connector that brings gas to an appliance. Over time, connectors can become brittle and crack. Remember to replace old and dried out connectors.
- Do not step, sit, lean or place objects on the connectors attached to an appliance.
- Keep flammable products, such as cleaning supplies, gasoline and paints, as well as flammable objects, including towels or curtains, away from gas burners and appliances.
- Keep kids away from gas appliances.
- Clean away grease, oil or debris from the burner area to prevent a grease fire.
- In the event of a grease fire, never add water. Use baking soda or, if the fire is in a pan, a lid to contain the flame.
- Keep a fire extinguisher stocked in your kitchen.
- When lighting a burner, light the match before you turn on the gas. If the flame goes out, turn off the burner and let the gas disperse before relighting.
- Never use your oven to heat your home. Misuse can put you at risk for burns from hot surfaces and shortens the life of oven parts and controls.
- Have your heating and ventilation system serviced regularly. Do not let snow, debris, ice or leaves block vents and exhaust ducts.
- Periodically check with your appliance manufacturer for any product recalls on your equipment.

You can find more gas safety tips at [NationalFuel.com](https://www.nationalfuel.com)