



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 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



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.

Winter 2022
Pennsylvania Customer Newsletter

Struggling to Pay Your Winter Heating Bills?

Assistance Programs are Available

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 \$1,500. Funding is limited and will be distributed on a first-come, first-served basis.

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

See the chart below to see if you qualify:

Household Size	Monthly Gross Income
1	\$1,610
2	\$2,177
3	\$2,745
4	\$3,312
5	\$3,880
6	\$4,447

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 \$1,200. 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.

Emergency Rental Assistance Program

The Emergency Rental Assistance Program (ERAP) remains open for eligible tenant households. ERAP is a

federally funded program created to help renters impacted by the COVID-19 pandemic receive assistance with paying rent as well as utility and home energy bills. Utility bill assistance can include past and future bills. Customers should be aware that this program has a higher income eligibility than LIHEAP. Visit www.dhs.pa.gov/ERAP or call 211 for more information.

Other payment assistance programs and services include:

- **LIRA (Low-Income Residential Assistance Program)**- reduced-rate monthly bills and debt forgiveness.
- **LIURP (Low Income Usage Reduction Program)**- weatherization assistance for customers who meet income and consumption requirements.
- **CARES (Customer Assistance Referral Evaluation Services)**- payment arrangements and assistance referrals for customers facing hardships.
- **Neighbor For Neighbor Heat Fund**- helps customers who are experiencing an energy need and who meet one of the following criteria: at least 55 years old, a veteran, disabled, have a certified medical condition, receiving unemployment benefits, or fall within 151-200% the federal poverty level.

Customers who are having trouble paying their bills are encouraged to call 1-800-365-3234.



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.

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

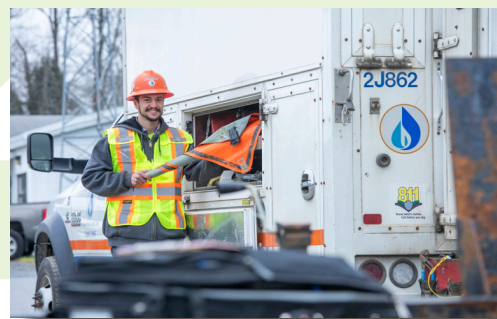
Snow, ice, and extreme cold temperatures can pose a variety of issues for heating systems. Ensure outdoor gas meter safety and proper service by:

- 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 collection 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/)

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.

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 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 meter reading dates for your account. You then can call and report your monthly meter reading.

Payment Assistance Programs. 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.

Lower Your Carbon Footprint

Efficiency Tips

Save money and help the environment by becoming more energy efficient. Small, inexpensive adjustments include:

- Reduce air leaks and cut as much as 10% from monthly energy bills by using caulk or weather-stripping to seal leaks around floors, walls, ceilings, ducts, doors, windows, fans/vents, electric outlets, fireplaces and plumbing.
- Set thermostats between 65° and 70° during the winter and at 58° when away from the house. By turning thermostats back 10°-15° for eight straight hours, customers can save about 5%-15% a year on heating bills. Have programmable thermostats installed.
- Close vents and doors in unused rooms. Close dampers on unused fireplaces. Warm air rises, so use registers to direct warm airflow across the floor.
- Set water heaters to 120° or the medium temperature setting. Drain a quart of water from the bottom of the heating tank every three months to remove sediment that can hamper the efficiency of the unit.

Win a \$100 Visa Gift Card!

Enroll in paperless billing and/or AutoPay.

DETAILS COMING MARCH 2022