



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.

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 for more information.

Customers with hearing or speech difficulties can communicate with us on an 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.

Making Bill Paying Easier

Direct Pay: The Fastest & Easiest Way to Pay

With the Direct Payment Plan, your monthly gas payment will be deducted automatically from your checking or savings account right before the late payment date.

That means no more check writing, check charges, postage costs, etc. And it's **FREE!**



For more information, visit
NationalFuel.com
or call
1-800-365-3234



Fuel For Thought

Summer 2021

New York Customer Newsletter

Payment assistance programs are here for you.

Call us today. We are here to help. Are you or someone you know experiencing payment difficulties? Call National Fuel's customer service at 1-800-365-3234 to discuss the many payment options and financial assistance resources available.

Deferred Payment Agreements

We'll work with you to create a personalized agreement, allowing you to pay what you can for now without any interruption in your service.

Home Energy Assistance Program (HEAP)

If you need help paying your heating bills, HEAP can help. This federally funded program provides assistance to eligible customers. **HEAP is currently open until Aug. 31, 2021 or until funds run out.**

Neighbor for Neighbor Heat Fund

This program gives qualifying low-income individuals or families a one-time grant of up to \$300 per year.

Budget Plan

Let us set you up with a stable monthly payment for up to one year—so you always know approximately how much your heating bill will be.

Direct Payment Plan

By setting up automatic monthly payments, you'll never have to worry about remembering to pay your bill on time again.



Help is just a call away.



Past-Due Balances

Call for help with overdue bills and accumulated balances.



Payment Help

Eligibility for grants, customer assistance and other aid.



Payment Plan

Call to discuss payment plan options or a budget plan.

Call 1-800-365-3234 today.



Excess Flow Valves

An optional device for National Fuel customers

Where conditions permit their use, National Fuel can install an Excess Flow Valve (EFV) on your natural gas service line (the underground line that runs from the main-line to the meter).

EFVs are designed to shut off the flow of natural gas automatically in the rare instance that the service line breaks or is damaged. These infrequent incidents are caused, primarily, by excavation damage.

A customer may request that National Fuel install an EFV on an existing gas service line on a mutually agreeable date, at a cost ranging from approximately \$1,200 to \$2,000 depending on the service size and the scope of the required installation work.

To install, National Fuel would need to excavate the service line at its connection to the gas mainline that runs down your street. Gas service will be turned off, the EFV installed, the excavation backfilled and your appliances relit. In some situations, we may need to replace your entire gas service at no additional cost.

An EFV must be sized to operate properly under your current natural gas usage conditions. Significant future usage increases, the installation of a natural gas emergency generator or pool heater, may require the replacement of an EFV at an additional cost.

To learn more about installing an EFV, please complete the form on our website at

<https://www.NationalFuel.com/utility/excess-flow-valve-request/>

or call

1-800-365-3234

Mandatory Inspection for Customers with Inside Gas Meters

On an ongoing basis, National Fuel needs to perform a mandatory inspection of its natural gas meter and adjoining piping at regular intervals. This safety inspection is required by Order of the New York State Public Service Commission.

National Fuel will need access to the gas meter located inside your home in order to complete this inspection. The inspection will be completed at no cost to you. National Fuel employees will present identification when they arrive at your home and wear appropriate personal protective equipment to complete the safety inspection. COVID-safety protocols are followed per the Centers for Disease Control & Prevention (CDC) and state health department guidance.

If we have not been able to complete this inspection at your residence, you will receive a letter in the mail. Please follow the instructions to schedule an appointment with us. The New York State Public Service Commission has required utilities to place \$100 non-access fees on customer accounts where they refuse access or miss inspection appointments per occurrence.

If you have questions, please contact us at 716-827-5560, Monday through Friday. Thank you in advance for your cooperation!



Customer Meter Reads

Reading your meter will help avoid estimated bills.

By submitting your meter reading on months we don't read your meter, you'll receive a bill based on your actual gas usage to prevent estimated bills. Estimated bills are based on the amount of gas used at your service address for the same or similar time period from the previous year.

You can provide your meter read:

- By calling our self-service line 1-888-NFG-READ (1-888-634-7323). You will need your account number and meter read available.
- By visiting our website, nationalfuel.com/utility/submit-meter-reading/. You will need your account number, zip code and meter read available.

Please call us at 1-800-365-3234 to request a copy of your meter reading schedule to help you report your monthly readings accurately and at the appropriate time.

Instructions on how to read your meter can be found at [NationalFuel.com/utility/submit-meter-reading/](https://nationalfuel.com/utility/submit-meter-reading/).

Be Safe & Call Before You Dig!

Now that the weather is finally warm, many individuals and contractors are working on outdoor projects that involve digging. Before picking up a shovel, make sure to have the underground utilities on your property marked. By calling 811 or visiting Call811.com, you can request to have professional locators mark underground utilities for free.



In New York, the law requires contractors to call 811 at least two but no more than 10 business days in advance of the start of a project to allow local utilities to mark the approximate location of their lines and prevent accidental damage to underground lines. Residents are highly encouraged to make the call.

Safe digging is no accident, it's the law. Call 811 before:

- Planting or removing trees, flower beds, or bushes.
- Installing fences, drainage, mailboxes, etc.
- Grading yards and removing dirt from areas.
- Anchoring supports for decks and swing sets.

Approximately 5% of potentially hazardous natural gas leaks are caused by damage to customer meters. If you suspect a gas leak, turn off and abandon motorized equipment and move to a safe location in an upwind direction. Once in a safe area, call National Fuel at 1-800-444-3130. If you believe an elevated response is required, call 911.

When you call 811:

- Local utilities will send a professional to conduct a FREE site survey and mark the underground lines on your property.
- Once your underground lines have been marked, you will know the approximate location of your utility lines.
- Respect the marks and dig with care using hand tools near underground lines.
- Have an emergency plan.

