



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.

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**.



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



National Fuel®

Fuel For Thought

Summer 2021

Pennsylvania Customer Newsletter

Payment Assistance

Call us today. We are here to help. Customers experiencing payment difficulties should call National Fuel Customer Service, 1-800-365-3234, to discuss the many payment options and financial assistance resources available.

Emergency Rental Assistance Program (ERAP)

Rent, utility, and home energy payment assistance for eligible tenant households.

Neighbor for Neighbor Heat Fund

Financial help for eligible customers who are having difficulty paying their heating bills.

Low Income Ratepayer Assistance (LIRA)

Reduced-rate monthly bills between 10% and 80% and debt forgiveness.

Low Income Usage Reduction Program (LIURP)

Weatherization assistance for customers meeting income/consumption requirements.

Customer Assistance Referral and Evaluation Service (CARES)

Payment arrangements and assistance referrals for customers facing hardships.

Budget Plans

Predictable monthly gas bills and stabilized heating payments for the year.

Payment Agreements

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



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.



National Fuel®



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

Keep Your Dog Safe According to the American Veterinary Medical Association, approximately 4.5 million people are bitten by dogs every year.

We love dogs, but we don't love dog bites. Any dog can bite: big or small, male or female, young, or old. Remember, it is not a dog's breed that determines whether it will bite, but rather the dog's individual history and behavior. Dogs bite for a variety of reasons, but most commonly as a situational reaction. Help us minimize dangerous situations - not only for the safety of our employees but for your dogs, too! Whether you're receiving scheduled service or we're on your property for a meter reading, please keep these 5 tips in mind:

1. Make sure your dog is in a separate, enclosed area before answering the door.
2. If service is being done outside your home, keep your dog in the house even if you have invisible fencing.
3. Remember, for their safety, employees are instructed to never pet or interact with dogs while they are on the job.
4. Pay attention to your dog's body language. A tensed body, stiff tail, pulled-back ears, and intense stare mean your dog is uncomfortable and may feel the need to bite.
5. If you believe your dog is going to attack, try to place something between the dog and the representative, like a purse or backpack.

Following these tips will help minimize dangerous situations - not only for the safety of our employees but for your dogs too!



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 Pennsylvania, the law requires residents and contractors to call 811 at least three 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.

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.

Interstate Pipeline Markers Show What's Below

Approximately 3 million miles of pipelines efficiently, safely and reliably transport and help deliver natural gas every day to American homes and businesses. Running underground along streets, private property, and easements across the country, this interstate pipeline infrastructure is generally identified with pipeline markers.

Interstate pipeline markers indicate the pipeline's approximate location, product carried, and the pipeline operator's contact information. The area on each side of the pipeline is known as a right-of-way. To ensure continued safety, pipeline operators have the right to restrict certain activities within a right-of-way. Pipeline markers serve a critical role for people who might be digging at the location of a pipeline corridor - because even minor damage to a pipeline could cause a leak or failure. Before you dig or excavate, please call 811 or your local One Call System.

In the unlikely event of a pipeline failure or leak, you may:

- Smell a rotten egg odor;
- Hear a hissing sound;
- See dirt, grass, or leaves blowing from underground;
- See water bubbling in a puddle or creek; and/or
- Notice a strange patch of dead grass.

If you notice any of the above, please call National Fuel at 1-800-444-3130 with the exact location of what you've observed. We're available 24 hours a day, seven days a week, to answer calls about leaks or other gas emergencies.

