Smell gas? Leave fast!

Then call **1-800-444-3130.** Natural gas is efficient and economical. 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. Gas leak investigations are always free.

National Fuel®

Please recycle

Have a billing question?

If you have a billing question, issue or request, please call us Monday through Friday, 7 a.m. to 6 p.m.

Buffalo-area: 1-716-686-6123

All other areas: 1-800-365-3234

Or visit **NationalFuel.com** for more information. If you need to meet with us in person, please visit one of our Customer Assistance Centers. Find more information about Customer Assistance Centers at **NationalFuel.com/CustomerAssistanceCenters**.

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**.

Less energy = Lower emissions

Fueling Tomorrow Today is helping customers save money, reduce energy consumption and help the environment. Fueling Tomorrow Today is an initiative that focuses on advancing the development of a low carbon future and evolving the role natural gas plays in our lives. Learn more at **FuelingTomorrowToday.com**.

National Fuel is offering incentives and rebates to reduce greenhouse emissions through greater energy efficiency, as well as education and research to help customers make informed energy decisions.

If you have questions about your application or Fueling Tomorrow Today, please call **1-877-285-7824** (residential) or **1-844-365-3493** (nonresidential).

WeatherWise Savings Program – Customers in the Western New York service area can receive real money-saving rebates for air-sealing, insulation and weatherization upgrades. These improvements save energy, lower utility bills and enhance indoor comfort year-round. Visit **FuelingTomorrowToday.com** for more information.

Follow Us on Social Media



Here to help you through the heating season.

Find ways to get support and manage your payments.

National Fuel is here to help customers who are having difficulty paying their bills. From energy affordability programs to payment plans and more, we're providing ways for eligible homes to maintain their energy needs throughout the coming winter months, including:

Energy Affordability Program (EAP) – Provides monthly bill discounts on gas delivery charges currently ranging from $1.92-$34.70. Households who receive HEAP or another form of financial assistance from certain government or tribal programs may be eligible. Discounts are subject to change. Learn more: **nationalfuel.com/EAP**

Enhanced Energy Affordability Program (EEAP) - Provides monthly bill discounts on gas delivery charges ranging from $1.00 to $3.00. Low to moderate households who do not qualify for EAP may be eligible. Discounts are subject to change. Learn more: **nationalfuel.com/EEAP**

Home Energy Affordability Program (HEAP) – This federally funded program helps income-eligible households with heating costs. Eligible households may receive a benefit of up to $496. Applications open November 2, 2026. A family of four earning $82,224 or less may qualify for assistance. Funding is limited and benefits are provided on a first-come, first-served basis. For more information, visit **HEAPhelps.com**. View the chart above to see if you qualify.

HOUSEHOLD MEMBERS	HEAP INCOME LIMIT
1	$3,563
2	$4,659
3	$5,756
4	$6,852
5	$7,948
6	$9,045

Emergency HEAP – For qualified households that have recently received a shutoff notice or have already had service shut off. If you received a regular HEAP benefit, you may contact your county HEAP office to apply for a $400 Emergency HEAP benefit. Applications open January 4, 2027.

Neighbor for Neighbor – Financial assistance is available for individuals or families experiencing a qualifying hardship. Eligible Western New Yorkers can receive up to $300 toward their heating bills, helping prevent service disconnection and more. Funds are limited and provided on a first-come, first-served basis.

Budget Plan – Plan ahead with a stable monthly bill. This plan divides your estimated annual energy costs into 10 or 12 monthly payments.

Community Events — National Fuel representatives regularly attend community events to answer questions and provide assistance. To find an event near you, view our Community Outreach Calendar on our website.

For more details about each of these programs, please scan the QR code or visit **WeatherAnyStorm.com.**

Fueling Tomorrow Today | Fall 2026

Call Before You Dig!

Energy Efficiency Tips

Approximately 3 million miles of pipelines efficiently, safely and reliably deliver natural gas to nearly 74 million American homes and businesses every day.

Before kicking off landscaping or home improvement projects this fall, call **811** or visit **udigny.org** to have local utilities mark the approximate location of underground lines for free.

Know what's **below.**
Call before you dig.

In New York, the law requires residents and contractors to call **811** at least two (but no more than 10) business days before the start of an excavation or demolition project. This simple step can prevent accidental damage to underground lines, keeping our communities safe.

In the event that accidental damage does occur, contact National Fuel immediately at **1-800-444-3130**. Even minor damage to a pipeline now can cause a leak or failure in the future, putting people and property in danger.

Helpful Tips to Lower Energy Usage

Energy Efficiency Tips

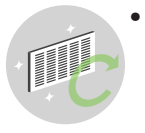
Making small and inexpensive adjustments in your home can help to reduce emissions in the atmosphere and put a little more money in your pocket.



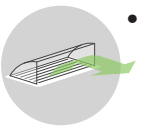
- **Reduce air leaks** — Use caulk or weather-stripping to seal leaks around floors, walls, ceilings, ducts, fireplaces, plumbing, doors, windows, fans, vents and outlets.



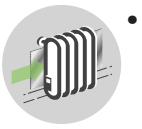
- **Lower the thermostat** — Turn back your thermostat by 10°-15° when not at home. Programmable thermostats allow you to automatically turn down the temperature.



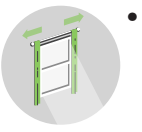
- **Change or clean air filters** — Cleaning furnace air filters once a month during the heating season helps it to "breathe" more easily and consume less energy.



- **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.



- **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.

Prepare your heating system for winter.

It's about that time...

Winter heating season is around the corner. It is important to have your heating system inspected by a qualified contractor every year before the winter 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.**

Important Gas Safety Reminders

For Inside and Outside the Home, Replacing Appliance Connections, House Lines, Improper Piping, Flooding and Carbon Monoxide

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 and Meters

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 perform safety inspections of inside meters and company-owned connections. Please help our utility technicians stay safe by keeping meters clear of overgrown bushes and clutter.

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 attempt to relight the appliance. Call a qualified contractor to inspect your equipment before you use it again.

Carbon Monoxide Safety

Carbon monoxide (CO) 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, go outside immediately. Then call **911.**

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