



## 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.

**Buffalo-area:** 716-686-6123

**All other areas:** 1-800-365-3234

Or visit [NationalFuel.com](http://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.

### Less energy = Lower emissions

At National Fuel Fueling Tomorrow Today is helping customers to reduce energy consumption. Not only do customers save money, but they help the environment by reducing emissions. 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 everyday lives.

Learn more at [FuelingTomorrowToday.com](http://FuelingTomorrowToday.com)

To help empower customers to make smarter decisions concerning energy solutions in the short- and long-term, National Fuel is offering incentives and rebates through specialized programs like the Conservation Incentive Program (CIP) to reduce greenhouse emissions through greater energy efficiency, as well as education and research to help customers make more informed energy decisions for their family or business.

### Residential Rebate Application Form is Now Available Online

Through the Conservation Incentive Program, customers in National Fuel's Western New York service area can receive a number of moneysaving rebates by installing new, energy-efficient natural gas appliances. These rebates are available through our new online form at [FuelingTomorrowToday.com](http://FuelingTomorrowToday.com)

If you have submitted a rebate application and have questions about your application or the Fueling Tomorrow Today initiative, please call 1-877-285-7824 (residential) or 1-844-365-3493 (nonresidential).



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.

Fall 2021

New York Customer Newsletter



## Paying Your Bill Just Got More Convenient

We recently launched an improved, user-friendly electronic billing and payment system with Invoice Cloud to give you more options.

For customers on the go, our new bill pay portal offers new conveniences and functions to help pay your bill. Many customers may find it easier to pay by phone, pay by text, pay online, and have the ability to use PayPal and other digital banking services to pay their bills. Our new payment portal provides you with these options.

"National Fuel is continuously looking for ways to enhance our customer experience," said Donna L. DeCarolís, President of National Fuel Gas Distribution Corporation.

"We launched a new and vastly improved website nearly a year ago and are pleased to take the next step in providing a bill pay portal system that is easy to navigate and provides our customers with more accessible, secure options."

The updated system through Invoice Cloud allows customer to:

- Pay by text, a new and convenient option for paying your National Fuel bill.
- Set payment reminders for email and text.
- Enjoy a faster, easier to use payment experience.

We are excited to share the following new and additional methods of payment available to you through the updated bill pay portal. Depending on the option you select, you may incur a small fee paid to the provider for their services.

**Pay Online** – We provide a fast, easy and safe way to conveniently pay bills online. We

are now able to accept the following forms of payment: Discover, American Express, Apple Pay, Google Pay, PayPal and Venmo. These methods of payment are in addition to Visa, MasterCard and Electronic Check.

**Pay by Text** – You can sign up to get text notifications about your bill and have the option to pay through text. Enroll when making an online payment or by accessing your account and selecting the Pay by Text option. Confirmation will be sent to complete your enrollment.

**RemindMe** – Need a reminder? Our new RemindMe feature adds an alert to your calendar. You can also receive email and text reminders if you choose. To sign up for reminders, enroll in Paperless or to schedule a payment, click on the Make a Payment button to get started.

**New Pay by Phone Number** – If you prefer to pay by phone, make sure to add our new number to your contacts 855-437-1168.

Visit [NationalFuel.com](http://NationalFuel.com) for a complete listing of available payment options and to access the new portal.



A NEW HEAP benefit is available. You could be eligible to receive up to \$10,000 to help with your energy bill!

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## Payment Options & Assistance

There are multiple ways to pay your natural gas bill as well as a variety of programs available to assist with your bill payment.



### 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.**

### 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.

An incredible one-time HEAP benefit is now available to pay up to \$10,000 in gas and/or electric arrears for low-income households in New York state that are in collections or otherwise facing disconnection or termination of service. Administered through the local Departments of Social Services, this new Regular Arrears Supplement (RAS) benefit will pay the entire current balance (including arrears) up to \$10,000 at the time the HEAP Regular benefit is authorized.

### Neighbor for Neighbor Heat Fund

Applicants for this home heating assistance program must fall into at least one of the following classifications: be at least 55 years old, have a certified medical emergency, be disabled, be a veteran with a verified financial need, or be receiving unemployment benefits.

For more information, contact:

**The Salvation Army** 716-883-9800, Ext. 230

**Catholic Charities** 716-856-4494,  
716-218-1400

### Statewide Low Income Program (SLIP)

If you receive a HEAP benefit, you are automatically enrolled in National Fuel's low-income discount program. Participants in the program will get a monthly discount based on the level of HEAP assistance received and will

automatically be enrolled in the Budget Plan. There is no need to separately apply for this discount; you just need to apply for and receive HEAP.

Customers receiving telephone Lifeline or participating in public assistance programs associated with Lifeline can call us at 1-800-365-3234 to enroll in SLIP.

### Special Protection

National Fuel offers special protections for customers who reside in households where all residents are age 62 or older, 18 or younger, blind, or disabled.

You can designate a third party to be notified in case you forget to pay your gas bills as part of our Third-Party Notification Program.

Eligible customers who are retired or permanently disabled can coordinate bill due dates to coincide with the arrival of income checks through the Extra Security Plan.

### Deferred Payment Agreements

If you anticipate a problem with making your payment we may be able to negotiate an agreement with you to provide a repayment plan on your account balance.



### Budget Plan

Our budget plan lets you plan ahead with a stabilized monthly bill for up to one year. The plan divides your estimated annual bill into 12 payments.

We also offer a 10-month budget plan covering September through June.

We may adjust your budget plan amount periodically to ensure that it remains accurate.

### 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.

You will still receive your monthly billing statement 20 to 23 days before the late payment date.

The auto payment plan is especially compatible with our budget plan. By participating in both programs, you can be prepared for your monthly deductions.

For information on these and other programs for special needs such as customers with hearing or speech difficulties, visual impairments or for non-English translation services, call us at **1-800-365-3234** or visit us at **NationalFuel.com**.

## Gas Safety

Heating Safety/Efficiency, Inside/Outside Home, Replacing Appliance Connections, House Lines, Improper Piping, Flooding, CO

### Heating Safety and Efficiency

Have your heating system inspected by a qualified contractor every year before the 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.**

### 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](http://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

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 inspect inside meters and piping connections for leakage and corrosion.

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

### Carbon Monoxide Safety

Carbon monoxide 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, get outside immediately. Then call 911.



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