



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

- Evacuate the premises immediately.
- After evacuating the premises, call National Fuel's emergency line at **1-800-444-3130** to let us know of suspected gas leak.

DON'T

- Stay inside the premises.
- Turn any electrical switch on or off as this may create a spark.
- Light any matches.

For gas emergencies, call **1-800-444-3130**, 24 hours a day, seven days a week.



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, our Customer Assistance Centers are open for walk-in customers. 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**.

Customer Meter Read Program

National Fuel is scheduled to read most meters every other month. The Company offers a program that advises customers when to submit meter reads on the opposite months to avoid 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. When enrolled in the program, a document will be sent annually with the dates to submit meter reads in addition to automated reminder calls when a reading is due. Customers will be auto-enrolled into the program if we have not received a customer or Company read in approximately 4 months.

Enrollment in the program is easy and can be done with a quick call to **1-800-365-3234**.

You do not have to be enrolled in the Customer Meter Read Program to submit meter reads. Readings can be submitted by calling **1-888-634-7323**, emailing NFG_CustSVS@natfuel.com or at NationalFuel.com/meter-reading.



Keep Your Information Current

National Fuel encourages you to always keep your account information up to date. It is especially important that we have your most current phone number and email address on file so we can reach you regarding scheduled maintenance and repairs or to provide notice of outages or emergencies in your area.

Update your phone number, mailing address, email address and view other important account information by signing into or creating an NFG online account.

To update your account information visit NationalFuel.com or call **1-800-365-3234** to speak with a customer service representative.



Make Sure You Know What's Below & Call Before You Dig!

Did you know that approximately 3 million miles of pipelines efficiently, safely and reliably deliver natural gas every day to around 77 million American homes and businesses? As warm weather brings on more time outdoors and home-improvement projects, it is important to know what's below ground before starting any digging projects, especially in the vicinity of pipeline markers.

Most pipelines are not visible, so pipeline markers serve a critical role in alerting that a pipeline is in the area. Pipeline markers indicate the pipeline's approximate location, product carried and the pipeline operator's contact information, but don't assume a pipeline isn't present when there is no marker.



Before picking up a shovel, make sure to have the underground utilities on your property marked. By calling **811** or visiting udigny.org, you can request to have professional locators mark underground utilities for free.

In New York, the law requires residents and 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 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.
- Anchoring supports for decks and swing sets.

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.

If you damage a natural gas line, contact National Fuel immediately at **1-800-444-3130**. Even minor damage to a pipeline may cause a leak or failure, so please:

Know Before You Dig: Colored Flags and paint show the approximate locations of underground utilities. **Always call 811** before starting any digging project.

What each colored flag means



	Natural gas, oil, steam, or other flammable materials
	Electric power lines
	Communications lines (cable, phone, internet, fiber)
	Drinking water
	Sewer and drain lines
	Reclaimed water or irrigation
	Temporary survey markings / Proposed excavation area

Summer Safety

Tips for a fun and safe summer!

Keep Your Dog Safe

We love dogs, but we don't love dog bites. Any dog can bite. It's not breed that determines whether a dog 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. Whether you're receiving scheduled service or we're on your property for a meter reading, please keep these tips in mind:



1. Keep dogs 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. For their safety, employees are instructed to never pet or interact with dogs while 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!

Natural Gas Generators

Having a standby natural gas generator can be very helpful when unexpected power outages occur at your home or business.

Manufacturers of these products do not recommend their use by customers to supply power to critical life support equipment (LSE). It is dangerous and potentially deadly to operate LSE with a home backup generator. Customers with LSE that lose electric service should immediately call 911 in an emergency, or call their electric utility to advise of loss of service and receive further instruction.

If you or someone you know uses LSE at home, be sure to contact your electric utility provider to enroll in their Life Support Equipment program. While enrollment doesn't guarantee uninterrupted electric service, those programs provide information and notifications to help customers using LSE stay informed, prepared and safe during an electrical outage.

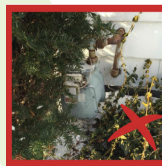
Natural Gas Detectors

Like smoke and CO detectors, natural gas detectors are available and will sound an audible alarm or voice alert when a natural gas leak is detected. When gas is detected, leave the premises immediately and call National Fuel's emergency line, 1-800-444-3130, or 9-1-1 from a safe distance, approximately 330 feet away (about the length of a football field). Natural gas detectors are available at home improvement stores and online.

Natural Gas Meter Safety

Damage to meters can cause hazardous natural gas leaks. Follow these important tips when working around natural gas meters:

- Maintain 2 feet of clearance when mowing or trimming around meters.
- Use hand tools to landscape within the 2-foot buffer zone.
- Do not hang or lean tools on or against meters.
- Use caution when trimming tree branches and shrubs near meters.
- Do not leave equipment parked in front of meters.
- Keep mulch or garden rocks at least 6 inches below the bottom of gas meters.
- Plant shrubbery away from gas meters to allow access in event of an emergency.



Mandatory Inspection of Inside Gas Meters

On an ongoing basis, National Fuel needs to perform a mandatory inspection of its natural gas meters and adjoining piping at regular intervals, as 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 at no cost to you.

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 **1-716-827-5560**, Monday through Friday.



Let's catch up



Behind on your energy bills? We're here to help.

No matter why you fall behind, making progress is easier with a coach in your corner. If you or someone you know is struggling to pay bills, call a Catch-up Coach at **1-800-365-3234** or visit NationalFuel.com/CatchUp. Together, we'll find the support programs and payment options to help you get back on track, including:

Energy Affordability Program (EAP) – Provides monthly bill discounts on gas delivery charges 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:

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.

Neighbor for Neighbor – Provides qualified, low-income Western New Yorkers with help paying their heating bills, preventing disconnection of service and more. Qualifying customers may receive up to \$300 per program year. First-come, first-served.

Special Protections — Safeguards exist for customers who live in households where all residents are 62 and older, 18 or younger, or disabled to help ensure that the heat stays on in the winter.

Deferred Payment Agreements — Repayment plans are based on your financial situation.

Budget Plan — Stable monthly payments to know how much each heating bill will be.

Community Events — National Fuel representatives regularly attend in-person events. If you'd like the chance to sit down with someone to review your questions, view our Community Outreach Calendar on our website to find an event near you.

Scan the QR code to discover more ways that we can help you catch up.



Excess Flow Valves

What are they and why might you be interested?

Excess flow valves are 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 primarily caused 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 or 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, search "EFV" on our website, NationalFuel.com, and complete the EFV form, or scan the QR code.

