



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 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**.

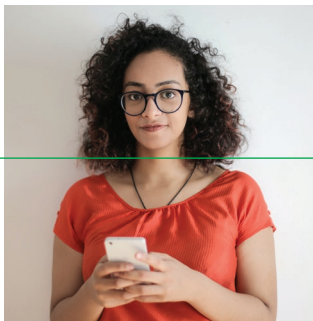
Keep Your Account Information Current

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 on file. We may need to reach you regarding scheduled maintenance and repairs or to provide notice of outages or emergencies in your area.

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

To update your account information:

- Visit NationalFuel.com.
- Call **1-800-365-3234** to speak with a customer service representative.



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.



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 udignny.org, 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.
- 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,



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 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. 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!



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 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 meter 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 716-827-5560, Monday through Friday.

Customer Meter Reads

By submitting your own 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). Have account number and meter read available.
- By visiting nationalfuel.com/utility/submit-meter-reading/, or scanning the QR code below. Have account number, zip code and meter read available.

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.

Meter reading instructions can be found at NationalFuel.com/utility/submit-meter-reading/.



Need Assistance Managing Your Energy Bill?

There are numerous programs and payment plans available to help those who struggle to make payments. Visit NationalFuel.com and click on payment assistance or call today at **1-800-365-3234**.

Neighbor for Neighbor Heat Fund — Provides a one-time grant up to \$600 for those struggling with energy bills. Eligibility includes one of the following: disability, certified medical emergency, at least 55 years old, unemployed, or a veteran.

Statewide Low Income Program (NYS Energy Affordability Program) — Discount for eligible residential customers. Customers who receive HEAP are automatically enrolled. Others can apply online.

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.



Excess Flow Valves

What are they and why you might 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



Help is just a call or click 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 us at **1-800-365-3234**, visit NationalFuel.com, or scan the QR code today.

