



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.**



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Important Contact Information

Billing Questions and Customer Service

If you have a billing question, problem or request, please call us Monday through Friday, from 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 an electronic display (TTY or teletypewriter) and can have a relay call placed to us by calling **711**.

Mandatory Inspection for Customers with Inside Gas Meters

National Fuel is required by New York State Law to perform mandatory inspections of its natural gas meters and adjoining piping. The frequency of these inspections is determined by location and can range from once a year to once every three years. Please be aware that these inspections are completed at no cost to you and are required for safety purposes.

To perform the inspection, National Fuel will need access to the gas meter located inside your home. When National Fuel arrives at your home for the inspection appointment, employees will present identification, and in response to the current pandemic, will be wearing personal protection equipment such as goggles, nitrile gloves and face masks.

If you have received a letter in the mail about the mandatory inspection, contact us soon to schedule an appointment. The New York State Public Service Commission approved a tariff requiring a \$100 non-access fee be charged to your account if you refuse access or miss two inspection appointments.

If you have questions, please contact us at 716-827-5560, Monday through Friday. We appreciate your cooperation.



Fuel For Thought

Winter 2021

New York Customer Newsletter

Need help paying your winter heating bill? HEAP can help.



From hourly to salaried, blue collar to white collar, renters to retirees – the federally funded Home Energy Assistance Program is for everyone. This year, more people from more walks of life will need help paying their heating bills. If you're a National Fuel customer who uses natural gas to heat your home, you may qualify for a grant of up to approximately \$400. But hurry, funding is limited and will be distributed on a first-come, first-served basis.

To download your fast and easy application, go to HEAPhelps.com

See the chart below to see if you qualify:

Household Size	Monthly Gross Income
1	\$2,610
2	\$3,413
3	\$4,216
4	\$5,019
5	\$5,822
6	\$6,625

Don't wait; Call Today

Payment Assistance Programs Available

Customers struggling to pay their bills are strongly encouraged to call 1-800-365-3234 to learn about a variety of programs available to help this winter.

Fueling tomorrow today

Using less. Doing more.

Less can mean so much more

The surest way to reduce emissions is to use less energy. And with Fueling Tomorrow Today, we're incentivizing our customers to do just that. Discover how you can take advantage of our Conservation Incentive Program to improve your own energy efficiency – while saving some serious money in the process. Learn how natural gas is reliable, affordable, safe and clean and is leading our transition to a low-carbon future.

For more information about how natural gas and National Fuel are Fueling Tomorrow Today, visit fuelingtomorrowtoday.com/.

Make your home more comfortable and efficient with Sealed

If you've been noticing cold floors and drafty rooms this winter, your house may need some weatherproofing upgrades. National Fuel's new Partner, Sealed, covers the upfront costs for insulation and smart home technology.

Take the free quiz to see if your house qualifies:

sealed.com/national-fuel

Call: 716-303-3284

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Stay Safe This Winter Season

During the winter months, it is important to make sure homes are not only warm, but also safe. Homeowners are advised to be mindful of snow, ice and extremely cold temperatures.

Here are a few helpful tips to keep your home safe this winter.

Outdoor Meter Safety

- Keep the gas meter and area around the meter free of snow.
- Maintain a clear path to the meter.
- Inform those working, shoveling, plowing or snow blowing around a meter of its location.
- Call National Fuel, 1-800-365-3234, if a meter becomes encased in ice (do not attempt to break or melt the ice).
- Exercise caution when removing icicles from a meter or any area of the roof above the meter.
- Do not let children play or climb on the meter.

Utility Scammers

Customers are reminded that:

- National Fuel employees **DO NOT** conduct door-to-door sales. Any salesperson wearing a hard hat, another article of clothing or accessories commonly associated with utility employees is not likely a National Fuel employee.
- National Fuel employees **DO NOT** visit customer homes to view gas bills, to sign any agreements or to discuss account matters unless they are related to collection activities.
- National Fuel employees **DO** visit customer homes for operational purposes, including meter reading, construction work and gas emergencies. Employees will carry identification cards and will produce them without resistance if asked.

Also, be advised of individuals who use winter heat bills to trick bill payers.

Be Aware of Carbon Monoxide (CO)

To minimize the dangers of carbon monoxide poisoning:

- Have your chimney, appliances and heating equipment inspected and tested by a qualified professional every year.
- Install ventless heaters in accordance with manufacturer specifications, never using them as a primary heat source.
- Install at least one CO detector in your home. Do not rely on CO detectors as a substitute for maintaining appliances, heating equipment or chimneys. Use CO detectors as additional preventative measures.
- Clear snow and ice from exhaust vents and intake air vents for gas appliances.
- Never use a gas oven or stovetop for heating.
- Never run a gasoline engine (such as a gasoline generator) or an automobile in an enclosed space.
- Never use a portable charcoal or propane grill indoors.

Symptoms of CO Poisoning Include:

- Fatigue
- Coughing
- Headache
- Irregular breathing
- Dizziness
- Overall paleness
- Nausea
- Cherry red lips and/or ears

Those experiencing symptoms of CO poisoning should immediately open windows and doors, move outside and call 911.

Making Bill Paying Easier

Budget Plan

The Budget Plan helps you manage your energy costs by establishing a level monthly payment amount. To determine the amount, first, we estimate your expected monthly usage and charges based on your past and current gas usage and the cost of gas. Then we factor in the weather conditions. Once you've enrolled, your energy costs will be spread over the number of months you select, making budgeting and managing energy costs much easier.

Because your bill is based upon factors that can change (energy prices and changing weather conditions), your Budget Plan amount will be reviewed quarterly, to make sure that you're being billed accurately. To sign up for the Budget Plan, visit NationalFuel.com or call us at 1-800-365-3234.



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!

Sign up for the Direct Payment Plan at NationalFuel.com. If you are unable to sign up online please sign the signature line on the payment stub of your first bill or call us at 1-800-365-3234.

Pay Your Bill Online

Visit NationalFuel.com to log in or enroll in our Online Services. You can make payments from your checking or savings account as a one-time payment free of charge. You can also make payments via Debit or Credit card but there is a fee associated with this service.

Pay Your Bill by Phone

Pay using a Checking/Savings Account using the Automated Phone System (1-866-999-3277) or speaking directly to a Payment Representative (1-877-603-9961). There is an associated fee with this service.

Pay using a Debit/Credit Card using the Automated Phone System (1-866-999-7668) or speaking directly to a Payment Representative (1-877-603-9962). There is an associated fee with this service.

Pay by Mail or in Person

Send your check to National Fuel in the self-addressed envelope enclosed with your billing statement or you can pay in person during business hours or via a secure drop box at one of our Customer Assistance Centers (Buffalo, Cheektowaga, Jamestown).

Authorized Payment Centers

Find a Western Union or MoneyGram authorized location nearest you by visiting our website listed below.

For more payment information please visit NationalFuel.com/utility/make-a-payment-ny-home-biz/

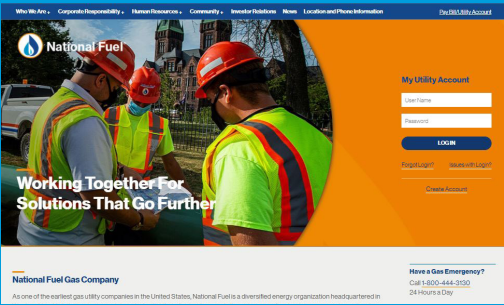
Go GREEN With Paperless Billing

Receiving your bills by mail wastes precious time, money, paper, and postage. Once enrolled in National Fuel's Online Services, you can easily:

- Stop getting paper bills.
- Stop writing checks and save on stamps.
- Receive 24-hour access to your account.
- Stabilize your monthly bill.

Sign up online at
NationalFuel.com





Check out our new and enhanced website from your PC, tablet or mobile device at NationalFuel.com.

