



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.

Erie-area: 814-871-8200

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**.

A Notice to Customers with Buried Gas Piping Beyond the Meter

National Fuel regularly inspects and maintains the gas lines used to provide safe gas service to our customers, including service lines up to the gas meter. However, some customers' meters are located a distance from their buildings, and National Fuel does not maintain the customers' portion of the service line between the meter and the building. As the owner, it is your responsibility to maintain the service line beyond the meter. If it is not maintained, it may be subject to the potential hazards of corrosion and leakage. Buried piping should be:

- Periodically inspected for leaks
- Periodically inspected for corrosion if the piping is metallic
- Repaired if any unsafe condition is discovered

When excavating near buried gas piping, the piping should be located in advance, and the excavation done by hand. You can have other underground facilities properly located before you dig by calling Pennsylvania One Call at 811. Your local plumber or heating contractor can help you in locating, inspecting and repairing your buried gas piping.

ATV Safety Reminder

Riding ATVs on open paths that are natural gas pipeline right of ways can cause harm, damage the pathway and lead to costly repairs. Have fun riding your ATV safely this Fall, but when you see a pipeline warning marker, please remember the right of way is not a place to play. It is both dangerous and illegal. All pipelines, whether they pass through private property or State or National Forest land, are clearly marked and continuously monitored.

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

Pennsylvania 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. DeCarolus, 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 and 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 for a complete listing of available payment options and to access the new portal.



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

Call us today. We are here to help. Customers experiencing payment difficulties should call National Fuel Customer Service, 1-800-365-3234, to discuss the many payment options and financial assistance resources available.

Low Income Home Energy Assistance Program (LIHEAP)

If you need help paying your heating bills, this federally funded program provides assistance to income eligible customers. LIHEAP can help PA residents pay their heating bills with a one-time grant of up to \$1,500.

Emergency Rental Assistance Program (ERAP)

Rent, utility, and home energy payment assistance is available for eligible tenant households.

Neighbor for Neighbor Heat Fund

This home-heating assistance grant program is available on a first-come, first-served basis to provide eligible Pennsylvanians with help to:

- Prevent disconnection of their service
- Pay current or past-due energy bills (excluding electric utilities)
- Purchase home heating fuel of any kind

Qualifying individuals or families may receive a one-time grant per program year.

LIRA and LIURP

Individuals with an income less than 150 percent of the Federal Poverty Level may be eligible for Low Income Residential Assistance (LIRA), a discounted rate based on the income and household size. LIRA applicants must be payment troubled, such as having defaulted on payment arrangements.

The LIURP (Low Income Usage Reduction Program) weatherization program installs measures to reduce energy consumption. To be eligible, customers must have high usage, in addition to other eligibility factors. Individuals that may not be eligible for LIRA or LIHEAP may still be eligible for LIURP weatherization since the guideline is at 200 percent of the Federal Poverty Level.



Customer Assistance Referral and Evaluation Service (CARES)

Customers facing temporary extreme hardships may qualify for services such as special payment arrangements and referrals through National Fuel's CARES Program.

Payment Agreements

Extended payment terms may be available for customers who are unable to pay their bill.

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**.

Safety Is Our Top Priority. Make It Yours Too!

Heating Safety and Efficiency

Have your heating system inspected by a qualified contractor every year before the heating season begins. The contractor should check for 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) 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 maintains the gas service line to the outlet of the meter. 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 inspection.

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. We are required by law to periodically inspect inside meters and piping connections for leakage and corrosion.

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.

For additional gas safety information, visit:
www.NationalFuel.com

