



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.



Please recycle

Enroll in Online Account Services

Make your life simpler by signing up today!

Securely and conveniently manage your account online. Pay your gas bill, set up automatic payments, view billing and payment history, sign up for budget billing and even submit meter readings.

National Fuel's online bill pay portal is managed by Invoice Cloud. Invoice Cloud provides customers a fast, easy and safe way to pay bills online.

Online payment methods include: Visa, MasterCard, Discover, American Express, Electronic Check, Apple Pay, Google Pay, PayPal and Venmo. The ability to pay your bill by text as well as receive optional text message reminders is also offered via our online bill pay portal. Convenience fees may apply.

Save yourself time while helping the environment by enrolling in online account services today.

Enroll in online billing by scanning the QR code below.



Questions? Learn more:
NationalFuel.com/BillPayPortal

Have a billing question?

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**.

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.



October 2023
Pennsylvania Customer Newsletter

Here to help you through the heating season.

Find ways to get support and manage your payments.

National Fuel is here to help customers who are having difficulty paying their bills. From energy affordability programs to payment plans and more, we're providing ways for eligible homes to maintain their energy needs throughout the coming winter months, including:

Low-Income Home Energy Affordability Program (LIHEAP) – Federally funded program that can provide significant help with energy bills for income-eligible Pennsylvania residents. Grant amounts vary from \$300-\$1,000.

LIHEAP Crisis Grants – Crisis grants of up to \$1,000 for qualified households that have recently received a shutoff notice.

Neighbor for Neighbor Heat Fund – Available on a first-come, first-served basis and provides qualified low-income northwestern Pennsylvanians with help paying their heating bills, preventing disconnection of service and more. Qualifying individuals or families may receive up to \$500 per program year.

Low-Income Residential Assistance (LIRA) – Reduces customer bill by 10%-80% and forgives existing debt for eligible customers based on household size and income.

Low-Income Usage-Reduction Program (LIURP) – Free energy-saving weatherization to homes for customers who meet income/consumption requirements.

Customer Assistance Referral and Evaluation Service (CARES) – Payment arrangements and assistance referrals for customers facing hardships.

Budget Plan – Plan ahead with a stabilized monthly bill for up to one year. Lower bills during winter by spreading out heating bill balances over 12 months.

Payment Arrangements – Extended payment terms for customers who are unable to pay their bill.

For more details about each of these programs, please visit: NationalFuel.com.

Weather Normalization Adjustment

What Pennsylvania Customers Need to Know

On Thursday, June 15, 2023, the Pennsylvania Public Utility Commission approved National Fuel's use of a Weather Normalization Adjustment (WNA) as a five-year pilot program. The WNA makes your gas bill more predictable during periods of extreme temperatures.

Effective **October 2023**, customer bills rendered annually from October through May during the pilot may reflect a WNA.

A Weather Normalization Adjustment will be applied as follows:

- If temperatures are more than 3% colder than normal in a given month, **customers will receive a credit on their bill.**

- If temperatures are more than 3% warmer than normal in a given month, **customers will receive a surcharge on their bill.**
- In months where weather is within 3% of normal, **bills will not have a WNA adjustment.**

For answers to frequently asked questions related to the WNA, please visit NationalFuel.com/WNA-FAQ or scan the QR code.



Helpful Tips to Lower Energy Usage

Energy Efficiency Tips

Making small and inexpensive adjustments in your home can help to reduce emissions in the atmosphere and put a little more money in your pocket.



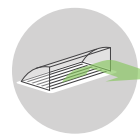
- **Reduce air leaks** — Use caulk or weather-stripping to seal leaks around floors, walls, ceilings, ducts, fireplaces, plumbing, doors, windows, fans, vents and outlets.



- **Lower the thermostat** — Turning back your thermostat by 10°-15° for eight straight hours can save about 5%-15% a year on your heating bill. Programmable thermostats allow you to automatically turn down the temperature.



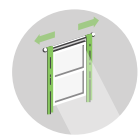
- **Change or clean air filters** — Cleaning furnace air filters once a month during the heating season helps it to "breathe" more easily and consume less energy.



- **Control warm airflow** — As heat rises, use registers to direct warm airflow across the floor. Close vents and doors in unused rooms and dampers on unused fireplaces to keep warm air where you want it.



- **Reflect heat** — If radiators are located near cold walls, place a sheet of aluminum foil between the radiator and the wall to reflect heat into the room.



- **Use sunlight** — Open curtains and blinds to let in direct sunlight, but close them at night or on cloudy days.

Prepare your heating system for winter.

Winter heating season is around the corner. It is important to 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.**

Cross Bore Sewer Line Safety

Cross bores occur when natural gas lines or other utilities are installed through sanitary or storm sewer lines when using trenchless construction technology. A hazard can occur when mechanical equipment used to unclog sewer lines hits and penetrates a natural gas line.



In recent years, cross bores have led to incidents across the nation that have resulted in property damage, injury and even death. National Fuel takes extensive measures to ensure that our current trenchless construction practices are minimally invasive and safe.

If you suspect a cross bore blockage but are unable to visually verify one does not exist, follow these precautionary measures before you attempt to clear a sewer blockage beyond the outside wall of a building:

- Call **8-1-1** for underground utility locations to determine if the blockage is in the vicinity of utility lines.
- If you suspect that a sewer blockage was caused by a natural gas line, please call **1-800-444-3130**.
- If you find a cable cross bored through the sewer, please call your local electric or telecommunications utility.

Graphic: Courtesy of PAICall.org (nonresidential).

Important Gas Safety Reminders

For Inside and Outside the Home, Replacing Appliance Connections, House Lines, Improper Piping, Flooding and Carbon Monoxide

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'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 (CO) 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, go outside immediately. Then call 911.