



IMPORTANT INFORMATION

National Fuel offers programs to assist customers with managing their gas bills and energy usage.

- **Low Income Residential Assistance Program (LIRA)** – Income eligible households can receive rate discounts between 10% and 80%, monthly debt forgiveness on existing pre-LIRA balances until completely forgiven, and educational resources on how to reduce energy burdens through energy conservation measures. Income information is required for all adult household members. Visit www.dollarenergy.org and select “MyApp” to apply.
- **Low Income Usage Reduction Program (LIURP)** – Home weatherization for customers who meet income and usage requirements. Includes an in home energy audit, cost saving tips and energy savings enhancements to the home, **at no cost**, to help reduce energy usage, in turn lowering energy bills.
- **Neighbor for Neighbor** – Helps customers meet basic energy needs. Eligibility includes any of the following: disabled, have a certified medical emergency, at least 55 years old, recently unemployed, veteran, verifiable loss of income within the last 30 days or household income between 0% and 200% of the federal poverty guidelines.
- **Customer Assistance Referral and Evaluation Services (CARES)** – Case management approach for customers facing hardships. Includes payment arrangements and program referrals.

For more information call, 1-800-365-3234



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Assistance Programs and Payment Options

- **Budget Plan** – Plan ahead with a stabilized monthly bill. This plan divides your estimated annual bill into 12 payments.
- **Payment Arrangements** – If you are unable to make your payment, we can set up extended payment plans for your account.
- **Low-Income Home Energy Assistance Program (LIHEAP)** – This federally funded program provides heating assistance to income eligible customers. Visit www.compass.state.pa.us to apply.
 - **LIHEAP CASH** – Qualifying households can receive a grant toward their utility bills.
 - **LIHEAP CRISIS** – For households experiencing a heating emergency. Funds available to assist with termination notices, restoration of service, and with broken heating equipment or leaking lines.
- **Emergency Rental Assistance Program (ERAP)** – A federally funded program that was created to help renters dealing with challenges related to the COVID-19 pandemic. Eligible tenant households may receive assistance with paying rent as well as utility and home energy bills. Visit www.compass.state.pa.us to apply.
- **Pennsylvania Home Owner Assistance Fund (PAHAF)** – A federally funded program to assist income eligible homeowners who experienced a financial hardship as a result of the COVID-19 pandemic for mortgage and housing related expenses, including utility bills. Visit www.pahaf.com to apply.

We're here to help.

Please call us today at **1-800-365-3234** to speak with one of our customer service representatives.

Atencion! Este es en mensaje muy importante. Si usted no lo entiende, favor de llama a **1-800-365-3234**.

For more information on these programs, scan the QR code or visit us online at www.nationalfuel.com.



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