



## 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.

**Erie area:** 814-871-8200

**All other areas:** 1-800-365-3234

Or visit [NationalFuel.com](http://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.

## 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, improper 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 PA1Call.org

### If you suspect a natural gas leak:

- Do not operate any equipment and eliminate sources of ignition.
- Leave and instruct others to leave the area.
- Call our emergency line from another location at 1-800-444-3130.



## Fuel For Thought

Winter 2021

Pennsylvania Customer Newsletter

### Need help paying your winter heating bill? LIHEAP can help.



From hourly to salaried, blue collar to white collar, renters to retirees – the federally funded Low Income 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 \$250. 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 [LIHEAPhelps.com](http://LIHEAPhelps.com)**

See the chart below to see if you qualify:

Household Size	Monthly Gross Income
1	\$1,595
2	\$2,155
3	\$2,715
4	\$3,275
5	\$3,835
6	\$4,395

## Crisis Grants Available

Crisis grants offered through the Low Income Home Energy Assistance Program (LIHEAP) are currently available for LIHEAP eligible customers who are having difficulty paying their heating bill. Customers with an overdue balance or who do not currently have gas service, may qualify for a crisis grant. Customers requesting a crisis grant must be income eligible and provide all required household information, including income verification and a past-due bill since Dec. 1, 2020.

LIHEAP eligibility is based on income guidelines and household size. For example, a family of four with a gross monthly income of \$3,275 may qualify for a grant. The 2020-2021 LIHEAP Program, including crisis grants, will remain open through April 9 or until funds are exhausted. Monies are distributed on a first-come, first-served basis.

For additional information, customers should visit [LIHEAPhelps.com](http://LIHEAPhelps.com), contact 1-877-443-2743 or contact their local county assistance office.

### Don't wait; Call Today Payment Assistance Programs Available

Customers struggling to pay their bills are strongly encouraged to call Customer Service 1-800-365-3234 to learn more about a variety of payment assistance programs available to help this winter. Customers should call between 7 a.m. and 6 p.m., Monday through Friday, or visit [NationalFuel.com](http://NationalFuel.com) and look for "Payment Assistance".





## 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.

### 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.

### 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 door-to-door 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 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.

## 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**.

### 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.

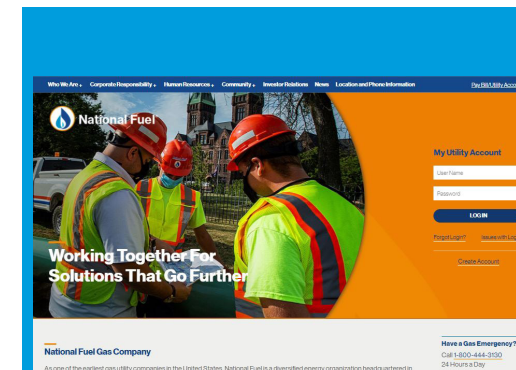
Sign up online at  
**NationalFuel.com**



### 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. Sign up online at **NationalFuel.com** or call us at **1-800-365-3234**.



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

