



## 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.
- Maintain a safe distance, approximately 330 feet or about the length of a football field, from the premises.
- Call National Fuel's gas emergency line – **1-800-444-3130** – or **9-1-1**.
- Provide National Fuel the exact location, including cross streets, and inform of any known work on your appliances or recent construction or digging nearby.

### 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

## Have a billing question?

If you have a billing question, issue or request, please call us Monday through Friday, 7 a.m. to 6 p.m.

**Erie-area:** 1-814-871-8200

**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**.

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**.



## Cross Bore Sewer Line Safety

A cross bore occurs when an underground utility is unintentionally installed through another existing utility or structure using trenchless construction technology. In rare cases, a natural gas line may be unknowingly installed through a sanitary or storm sewer and can be hazardous when the sewer line becomes blocked, requiring mechanical equipment to clear it.



Improper cross bores can lead to incidents resulting in property damage, injury and even death. National Fuel takes extensive measures to ensure that our 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:

- Notify PA One Call at **8-1-1** for underground utility locations to determine if the blockage is in the vicinity of utility lines.
- If you suspect a sewer blockage was caused by a natural gas line, call National Fuel at **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



## Struggling to Pay Your Winter Heating Bills?

**We're here to help you weather any storm.**

At National Fuel, we constantly strive to take care of our neighbors and the communities we serve. From energy affordability programs to payment plans and more, we're providing ways for eligible homes to maintain their energy needs throughout the winter:

**Low Income Home Energy Assistance Program (LIHEAP)** – This federal grant program helps income-eligible customers. You may be eligible to receive a one-time grant of up to \$1,000. 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).

Call or visit your local county assistance office to apply, and be sure to apply in the county where you live. You can also apply quickly and easily online at [www.compass.state.pa.us](http://www.compass.state.pa.us).

View the chart below to see if you qualify:

Household Size	Annual Income Limit
1	\$21,870
2	\$29,580
3	\$37,290
4	\$45,000
5	\$52,710
6	\$60,420

**LIHEAP Crisis Grants** – If you are without service or have received a shut-off notice, you may be eligible for a crisis grant of up to \$1,000. If applying for a crisis grant, you will need a shut-off notice or a form from the utility to have service restored.

**Low-Income Residential Assistance (LIRA)** – Qualified customers may receive reduced-rate monthly bills between 10% and 80%, plus debt forgiveness.

**Low-Income Usage Reduction Program (LIURP)** – This program, mandated by the Pennsylvania Utility Commission, provides weatherization aid for customers who meet income/consumption requirements.

**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. Qualifying customers may receive up to \$500 per program year. First-come, first-served.

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

**AutoPay Payment Plan** —Automatically deduct your monthly payment from your checking or savings accounts on the bill due date. Never forget to pay your gas bill again!

**Budget Plan** – Plan ahead with a stabilized monthly bill for up to one year. This plan divides your estimated annual bill into either 10 or 12 payments.

**Deferred Payment Agreement** — If you are unable to make your payment, please call us as soon as possible. You may be asked to provide income information. Based on that, a deferred payment agreement may be made.

For more details about these programs, visit: [WeatherAnyStormPA.com](http://WeatherAnyStormPA.com)



## Important Gas Safety Reminders

This winter, make sure your home isn't only warm, but also safe!

### 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 annually.
- Install ventless heaters in accordance with manufacturer specifications and at least one CO 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 CO 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 CO poisoning 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.

To learn more about and download our CO Safety Checklist, visit [cosafety.info](https://www.nationalfuel.com/cosafetyinfo) or scan the QR code below with a smartphone.



### Pay Attention to Outdoor Gas Meters, Furnaces and Vents

Natural gas furnaces and fireplaces have a vent pipe or flue that sends exhaust and gaseous byproducts outside via a chimney or pipe. Furnace exhaust vents can become clogged by debris, ice or snow, causing the furnace to shut off or operate inefficiently. Blocked vents can also lead to buildup of carbon monoxide inside a residence.

### Natural Gas Detectors

Like smoke and CO detectors, natural gas detectors are available and will sound an audible alarm or voice alert when a natural gas leak is detected. When gas is detected, leave the premises immediately and call National Fuel's emergency line, **1-800-444-3130**, or **9-1-1** from a safe distance, approximately 330 feet away (about the length of a football field). Natural gas detectors are available at home improvement stores and online.

### Be Mindful of Wintery Conditions

Snow, ice and extreme cold temperatures can pose a variety of issues for heating systems. Ensure outdoor gas meter safety and proper service by:

- Keeping the meter and surrounding area free of snow.
- Clearing paths to the meter.
- Informing those working, plowing or snow blowing of the meter location.
- Not letting children climb on the meter.
- Exercising caution when removing icicles on the meter or area above it.
- Calling National Fuel, **1-800-365-3234**, if a meter becomes encased in ice.

### Utility Scams

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 homes to view gas bills, sign agreements, or discuss account matters unless related to collections.
- National Fuel employees **DO** visit homes for operational purposes, including meter reading, construction work and gas emergencies. Employees carry identification cards and will produce them without resistance if asked.

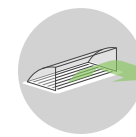
## Helpful Tips to Lower Energy Usage

### 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.



- **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.



- **Lower the thermostat** — Turn back your thermostat by 10°-15°. Programmable thermostats allow you to automatically turn down the temperature.



- **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.



- **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.



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

## Enroll in Online Account Services

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. Convenience fees may apply.

Save yourself time and help the environment by enrolling in online account services today.

Enroll in online billing by scanning the QR code with a smartphone.

Questions? Learn more: [NationalFuel.com/BillPayPortal](https://www.nationalfuel.com/BillPayPortal)



**3 EASY STEPS TO PAY YOUR BILL ONLINE**

- 1. VISIT OUR WEBSITE**  
Visit [NationalFuel.com/make-a-payment](https://www.nationalfuel.com/make-a-payment)
- 2. LOG IN OR ENROLL**  
Log into or enroll in our online bill pay portal using the link in the "Pay Your Bill Online" section
- 3. MANAGE YOUR BILL**  
Pay your gas bill, set up automatic payments, view billing and payment history, sign up for budget billing and more

The smartphone screen shows the "Pay Your Bill Online" portal with options for "Log In or Enroll to Pay" and "Make a One Time Payment".