



Smell gas? Leave fast!

Then call 1-800-444-3130. Natural gas is efficient and economical. 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.



Go Paperless

The easiest way to receive your National Fuel invoice and help the environment is to enroll in paperless billing. With paperless billing, a notification is forwarded to your preferred e-mailed address registered through your online account, and an image of your bill, current balance and due date information, along with reminder notices, are provided. A confirmation e-mail that your payment has been processed is also provided for your records.

Register for paperless billing by creating a new account or logging into your existing National Fuel online account. Benefits of an online account include the ability to enroll in automatic payments, view payment history, sign up for budget billing, and submit meter reads.

Go paperless by scanning the QR code below or visiting NationalFuel.com.



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**.



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.

***LIHEAP Data Sharing Option** — Easily enroll in National Fuel's Customer Assistance Program (CAP) by checking the box on your LIHEAP application to allow the Department of Human Services to share your household and income information with your utility.

To see if you qualify, visit 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.

To view LIHEAP income qualifications, visit LIHEAPhelps.com.

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.**

Customer Assistance Program (CAP) — Affordable payments based on household size and income, plus your existing balance can be forgiven. To apply, visit www.nationalfuel.com/applycap.

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 — Provides a one-time grant up to \$500 for those struggling with energy bills. Eligibility includes one of the following: disability, certified medical emergency, at least 55 years old, recently unemployed, veteran, experience a verifiable loss of income, or household income between 0-200% poverty level.

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 Arrangement — 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 arrangement may be made.

For more details about these programs, visit: WeatherAnyStormPA.com

Important Gas Safety Reminders

This winter, make sure your home isn't only warm, but is 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 **9-1-1**.

To learn more about and download our CO Safety Checklist, visit [cosafety.info](https://www.cosafety.info) or scan the QR code 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 and ice, including your gutters.
- Clearing paths to the meter.
- Informing those working, plowing or snow blowing of the meter location.
- Not letting children play 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.



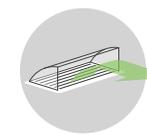
- **Reduce air leaks** — Use caulk or weather-stripping to seal leaks around floors, walls, ceilings, ducts, fireplaces, plumbing, doors, windows, fans, vents and outlets.



- **Lower the thermostat** — Turn back your thermostat by 10°-15°. 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.

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

