



National Fuel[®]

Services for Our Customers

National Fuel offers several payment options, assistance programs and special services to help make managing your utility bill payments easier. Some of these programs and services include:

❖ **Home Energy Assistance Program (HEAP)**

This federally funded program provides assistance to eligible customers. HEAP will open on November 1, 2023, and is based on the last four weeks of your income. Grant amounts vary and will be provided only while HEAP funding remains available. The maximum regular HEAP grant for customers that use natural gas to heat their home is \$476. Emergency HEAP is scheduled to open on January 2, 2024. For more information on how to apply and income guidelines, scan the QR code below.



❖ **Neighbor for Neighbor Heat Fund**

Qualifying Western New Yorkers may receive a one-time grant up to \$400 to pay past due energy bills. To qualify for a grant, applicants must fall into **at least one** of the following:

- Be at least 55 years old.
- Applicant or member of their household is a Veteran.
- Applicant or member of the household must be handicapped or have a disability that reduces the household's income (Receiving SSI or SSD).
- Have a certified medical emergency that would be worsened by the absence of heat.
- Receives unemployment benefits.

Monthly income and expenses will be verified, and grant applications are processed by administering agencies. Applicants must reside in National Fuel's service territory; however, they are not required to be a National Fuel customer. Contact the following to find the nearest agency and determine the necessary documentation to bring to the application interview:

- The Salvation Army 716-883-9800, ext. 230; or
- Catholic Charities 716-856-4494 or 716-218-1400 (ask for Parish Outreach)

❖ **Energy Affordability Program**

The Statewide Low-Income Program (SLIP)/Energy Affordability Program (EAP) provides a monthly bill discount on gas delivery charges. In addition, the account will be enrolled on the balanced billing program to help make winter bills more affordable.

Residential customers may be eligible to enroll in SLIP and receive a discount on their energy bills if they, or another person in their household, receives financial assistance from certain government or tribal programs.

For more information about EAP and how to apply, please visit our website by scanning the QR Code below.



❖ **National Fuel Community Outreach**

You are invited to speak with a National Fuel Representative to talk about the resources available to help manage your energy costs. We attend several community events throughout the HEAP season as well as energy savings events with other utilities and vendors in the local area. For a listing of current scheduled outreach events, please visit our website by scanning the QR code below. We are available to assist customers with invoice questions as well as:

- EAP Application/Enrollment
- Deferred Payment Agreements
- Budget Plan
- Neighbor for Neighbor



❖ **Emergency Aid to Families (EAF) and Emergency Aid to Adults (EAA)**

A grant/loan program is available to pay recent and/or current bills. EAF/EAA will pay the last four calendar months of bills. If you are receiving SSI or public assistance and have not had active service, there is an exception to look back 10 months to get 4 months of bills.

- Must have a current shutoff notice or be low on fuel.
- Has an installment plan that is in default (past due) or has cancelled due to non-payment and ineligible for another.
- Applicants whose service has been off for an extended period are not eligible.

❖ **Special Protections**

For New York customers who reside in households where *all* residents are age 62 or older, 18 or younger, blind, or permanently disabled, National Fuel offers special protections to ensure that your heat stays on in the winter.

❖ **Visually Impaired Program (VIP)**

The program is intended to assist customers, in our New York service area, who may have a visual impairment. We will screen applicants to insure they meet the established eligibility requirements. We will arrange for the installation of a thermostat for approved customers.

❖ **Conservation Incentive Program**

If you are a residential or small, non-residential customer in National Fuel's Western New York service area, you can receive a number of money saving rebates when you replace specified appliances with new, energy-efficient models. Visit <https://www.fuelingtomorrowtoday.com> for details. In addition, the Conservation Incentive Program includes free weatherization assistance for low-income customers. Customers who may be eligible for weatherization assistance through CIP will be identified by National Fuel and social service providers.

❖ **EmPower+**

Income-eligible residents can save energy and save money without spending a dime. Plus, if you're eligible for assistance, you may also be eligible for free weatherization. The Low-Income Usage Reduction Program provides energy-efficient measures like:

- Insulation
- Heating system inspections and repairs
- Caulking and air sealing to reduce drafts.
- And more!

If you have questions, please contact NYSERDA between 8:00 a.m. and 5 p.m. Monday through Friday at 1-877-NYSMART (1-877-697-6278). Please have your National Fuel account number available when calling.

❖ **Budget Plan**

Make paying wintertime bills easier with this plan. We'll take the average of high bills in the winter with low bills in the summer and establish a more predictable monthly payment amount for you. (Based on usage and cost of gas.)

❖ **Extra Security Plan**

You can receive an extra measure of security if you are an eligible customer who is retired or permanently disabled by coordinating bill due dates to coincide with the arrival of income checks to allow for timely payment. The due date will remain the same. However, a lock will be placed to avoid late payment charges being assessed on the bill.

❖ **Third-Party Notification**

You can designate a third party to receive any reminder or shut-off notice that may come as a result of non-payment.

Important Phone Numbers:

❖ **Smell Gas? Leave Fast!**

If you smell rotten eggs, it could be a natural gas leak. Leave the premises immediately and contact National Fuel at 1-800-444-3130 or call 9-1-1 from a different location. 24 Hours a Day.

❖ **Smart Phone**

Report your meter readings anytime by using our Smart Phone service at 1-888-634-7323 OR 716-634-7323. You may also scan the QR code below for information on how to submit your meter reading online.



❖ **Call Center**

Mon-Fri 7AM to 6PM 716-686-6123 or 1-800-365-3234

❖ **Call 8-1-1 before you dig.**

Whether you're utilizing a contractor for a new project in your yard or doing it yourself, call 8-1-1 to have your utility lines marked for free at least three business days before you get started. It's a quick, easy way to protect against unintentionally hitting underground utility lines.

Payment information and Billing:

❖ **Auto Pay**

Make your monthly payment directly from your checking or savings account or a debit/credit card (\$2.95 processing fee applies for this payment method) automatically on the day it's due. This plan eliminates the need to write checks and buy stamps.

❖ **Online Services**

Receive and pay your bill, view your account history, submit a meter reading, enroll in the Budget Plan and much more, electronically. To create an online account, scan the QR code below with your mobile device.



Programs for Special Needs

If you have **hearing or speech difficulties**, you can communicate with us on electronic display (TTY or teletypewriter) by dialing 7-1-1. You may also call 1-800-662-1220 if you live in New York.

If you are **visually impaired**, we can send bills and bill inserts in large type or Braille. Some of our brochures may be requested in Braille as well.

If you are a **non-English speaking customer**, ask for the "Language Line" any time, in person or by phone. A three-way conversation with a translator is involved.

For more information about these programs and services visit

<https://www.nationalfuel.com/> or scan QR code below.

