



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.**



 Please recycle



Know What's Below - Call 811

Before beginning a new project in your yard, 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. If you are planning on hiring a contractor to complete your project, then the call to 811 must be made by them. State code states that your contractor cannot dig on your property unless they have made their own utility locate request by calling 811 to have lines marked.

After you call, we will send a professional to conduct a site survey and mark any gas lines owned by National Fuel which are on your property and that might conflict with the proposed project. Once marked, you will know the approximate location of National Fuel's underground gas lines.

Keep your family safe and call before:

- Planting trees or shrubs
- Installing a pool, patio or deck
- Creating new garden beds
- Installing a new fence
- Setting up a swing

Make sure to visit www.pa1call.org or call 811 at least three days prior to starting any digging projects.



Carbon Monoxide Safety

Carbon monoxide is a colorless, odorless gas that can form when fuel burning appliances aren't working properly. Simple steps like clearing vents of snow and installing working CO detectors on every level of your home can help prevent CO emergencies.

Do you know the signs of carbon monoxide poisoning? Early symptoms can look like the flu and may include:

- Headache
- Dizziness
- Nausea
- Fatigue
- Shortness of breath

If symptoms appear suddenly or worsen indoors, move to fresh air immediately and call 911.

For more natural gas safety tips, scan the QR code to visit our website.



Proud to Be Your New Natural Gas Provider

Welcome to National Fuel!



We are pleased to have you as our newest customers, and I want you to know that our entire team is committed to making this transition as smooth and comfortable as possible. For nearly 125 years, National Fuel has built its reputation on safety, reliability and doing things the right way the first time. Those values guide every decision we make from maintaining and investing in our underground infrastructure to supporting the communities we serve.

You can count on us to bring that same level of care and commitment to you. It was a pleasure for many of us to meet you during our fall open house. We appreciated the chance to introduce ourselves, answer your questions and hear directly from you. I want to assure you that our staff is always here to help.

As new National Fuel customers, you now have access to a wide range of resources designed to keep you safe, informed and supported. Inside this newsletter, you'll find helpful information about natural gas safety, payment options, customer assistance programs and important contact details. Our goal is to make sure you have everything you need to feel at ease and to understand the services available to you.

Your comfort and confidence matter to us. We are proud to be your new natural gas service provider and look forward to serving you for many years to come.

Michael D. Colpoys
President, National Fuel Gas Distribution Corporation

Important Phone Numbers to Know

Contact National Fuel Customer Service
1-800-365-3234

If you have a billing question, problem or request, please call us Monday through Friday, 7 a.m. to 6 p.m. (excluding holidays) 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.

Contact National Fuel's Emergency Line
1-800-444-3130

If you are experiencing a natural gas emergency or notice the smell of rotten eggs, leave the premises and call us at 1-800-444-3130. This line is answered 24 hours a day, 7 days a week.

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.



Understanding Your National Fuel Bill

In June 2026, National Fuel will begin sending your bill directly to you. It will include two sections:

- Delivery Service Charges:** These are regulated by the Pennsylvania Public Utility Commission and cover the cost of safely operating and maintaining the pipeline system that brings natural gas to your home.
- Gas Supply Charges:** This is the cost of the natural gas itself. National Fuel does not earn a profit on this portion. We purchase gas on the open market, where supply and demand determine the price, and use our storage and buying power to secure the best rates possible.

Current Month Charges	64.68
Includes the following Gas Supply and Delivery Service Charges:	
Gas Supply Charges	National Fuel
Commodity: 57 ccf x 0.534386	30.46
Gas Adjustment Charge of 57 ccf x 0.021930	1.25
Total Gas Supply Charges:	31.71
Delivery Service Charges	National Fuel
Customer Charge	14.00
Delivery of 57 ccf x 0.332281	18.94
Weather Adjustment	-0.98
Distribution System Improvement Charge	1.06
State Tax Adjustment	-0.05
Total Delivery Service Charges:	32.97

Scan the QR code to visit our website and learn how each part of your bill works.

If you buy gas from another supplier that handles its own billing, please contact that company directly with billing questions.



Payment Options

As a National Fuel customer, you have multiple options available to you when it comes to paying your bill.

AutoPay Payment Plan
Automatically deduct your monthly payment from your checking or savings account, no reminders needed.

Pay Your Bill Online
National Fuel provides customers a fast, easy and safe way to conveniently pay bills online. Payment methods include: Visa, MasterCard, Discover, American Express, Electronic Check, Apple Pay, Google Pay, PayPal and Venmo.

Pay by Phone

Invoice Cloud is a vendor that allows National Fuel customers to pay by phone and accepts Visa, MasterCard, Discover, American Express and Electronic Check. Pay by phone 24/7, even outside of regular business hours. Use your landline or mobile device to make a secure payment using our automated phone payment system by calling 1-855-437-1168.

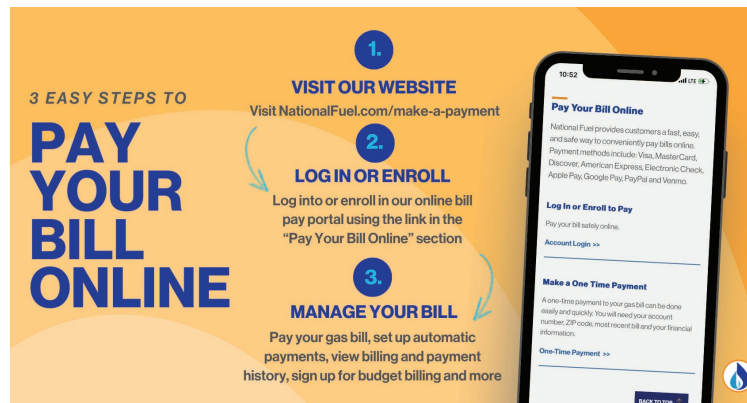
Pay by Mail

Send your check to National Fuel in the self-addressed envelope enclosed with your statement.

National Fuel Gas
P.O. Box 371835
Pittsburgh, PA 15250-7835

When you receive your bill, you will also receive a remittance envelope. You can elect to mail your payment to us directly using this envelope. You can also make your payment over the phone, online or in-person at authorized National Fuel third-party locations*, which includes Sander's Market at 109 West Main Street in North East as well as Western Union locations.

*Third-party sites may incur nominal processing fees (charged by the payment agent, not National Fuel).



Payment Assistance Programs

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.

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.

Call or visit your local county assistance office to apply. You can also apply quickly and easily online at www.compass.state.pa.us.

To view LIHEAP income qualifications and to see if you qualify, 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.

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.

If you have questions about your bill, payment options or assistance programs, we encourage you to give us a call at **1-800-365-3234**.

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-mail 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 visiting the QR code on the right.

