

Are you a Small Business Having Trouble Paying Your Bill due to COVID? We're here to help.

To be eligible for COVID termination protections during the State of Emergency, a business may not: i) have more than 25 employees; ii) be a publicly held company or subsidiary thereof; or iii) be a high energy natural gas customer having total consumption for all of your accounts with National Fuel over the past 12 months in excess of 3,868 Ccf.

COVID protections for qualified small business customers may also extend an additional 180 days beyond the declared State of Emergency for such customers that have experienced a change in financial circumstances due to the COVID-19 State of Emergency. These customers will also qualify for a new or renegotiated Deferred Payment Agreement during the 180 day period without any down payment, late fees or penalties.

To receive these protections, you must contact us at **1-800-365-3234** for assistance. Under the law, if you contact us and affirm that you experienced a change in financial circumstances as a result of COVID-19, which began on or after March 7, 2020, you will be entitled to the following protections:

- We will not disconnect your service for non-payment during 2021 - that's over 180 days after the current end of the State of Emergency if not extended.
- You will be eligible for a payment agreement or to request a new agreement that requires no down payment, late fees or penalties.

We encourage all customers to contact us at 1-800-365-3234 to make payment arrangements so that when these protections expire, you will be able to manage your balance.

Find more resources at nationalfuel.com/utility/payment-plan-options-ny-home-business.

Find out more about the new law that provides these protections at nysenate.gov/legislation/bills/2021/s1453/amendment/b.



Qualifying Small Business Customer Self-Certification Criteria

When businesses call us, you will be asked to answer **TRUE** or **FALSE** to the following questions, and may be required to provide appropriate documentation to National Fuel when requested:

- **The business currently has 25 or fewer employees [at all locations].**
- **The business is not a publicly held company, or a subsidiary thereof.**
- **The business is not a seasonal, short-term, or temporary customer of the utility.**
- **The business is a gas customer who during the previous 12 months had a combined total consumption for all its accounts with National Fuel that did not exceed 3,868 Ccf.**
- **I attest that due to the COVID-19 state of emergency, which began on or after March 7, 2020, the business that I own or am an officer of has experienced a change in financial circumstances.**

Determination and notification. If the answer to any of these questions is FALSE, the customer is not a qualified small business customer and National Fuel will notify you of its position. National Fuel may also require the business to provide appropriate documentation to show it qualifies for the COVID protections. National Fuel shall notify the customer, including its reasons, and further inform the customer of its right to contest the denial of qualification for the moratorium protections through the Public Service Commission complaint procedures.

Disputes. Any dispute about whether a small business customer is eligible for the COVID protections may be resolved through the Commission's consumer complaint process. If, after speaking with us, you are still not satisfied, you may file a complaint with or ask a question of the PSC as follows: Internet at www.dps.ny.gov/complaints; Telephone weekdays at 1-800-342-3377 from 8:30 a.m. to 4 p.m.; or Mail by writing the PSC's Office of Consumer Services at Three Empire State Plaza, Albany, NY 12223.



For translation services, please contact 1-800-365-3234.

Small Biz. Protect 7/2021 NY & PA