

IMPORTANT NOTICE

Customer Protections

The New York State COVID-19 State of Emergency (State of Emergency) declared by the Governor's Executive Order 202, has been extended on numerous occasions and remains in effect. It may be further extended or rescinded by the Governor.

When the State of Emergency ends, utilities will be able to resume field collections and terminate services to encourage payment of overdue bills.

This notice explains additional special protections that are available for residential utility customers who have experienced a change in financial circumstances as a result of the COVID-19 pandemic. To receive them you must take action and contact National Fuel. These special protections will stop shut off due to nonpayment for an additional 180 days beyond the State of Emergency or 12/31/21, whichever is earlier.

Call us during business hours at **1-800-365-3234** to get these protections.



National Fuel customers who have experienced a change in financial circumstances due to the COVID-19 pandemic should call our Customer Service Department, **1-800-365-3234**, to arrange for this protection. A representative will ask if you agree with the following statement: **“I attest that due to the COVID-19 state of emergency, which began on or after March 7, 2020, I have experienced a change in financial circumstances.”** When this self-certification is made to National Fuel, we will stop shut off due to nonpayment for an additional 180 days beyond the State of Emergency or 12/31/21, whichever is earlier.

National Fuel representatives also will work with you to establish a Deferred Payment Agreement (DPA) with no requirement of a down payment or penalties. Maintain your Deferred Payment Agreement by paying new bills along with a DPA installment and late fees will not be charged.

Based on your self-certification/notification, gas service cannot be terminated due to lack of payment even if a customer defaults on a DPA or refuses a DPA or refuses a new COVID-19 DPA.

Customers who are having trouble paying their bills are encouraged to call Customer Service, **1-800-365-3234**, to discuss available payment programs and services.

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

