

HOW TO SAVE TIME

For more information, or
to enroll in these programs,
visit www.nationalfuelgas.com
or call 1-800-365-3234.

FUEL FOR THOUGHT:

We know your time is valuable.
That's why we offer you a number
of programs to save you time
and help you manage your account.



National Fuel
www.nationalfuelgas.com

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call 1-800-365-3234
or write National Fuel,
P.O. Box 2081, Erie, Pa. 16512.



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Save Time and Manage Your Account

Budget Plan

Make paying wintertime bills easier with this plan. We'll take the average of the high bills of winter with the low bills of summer and establish a more predictable monthly payment amount for you.

Online Services

Receive and pay your bill, view your account history, submit a meter reading, enroll in the Budget Plan and more, electronically.

Direct Pay

Make your monthly payment directly from your checking or savings account automatically on the day it's due. This plan eliminates the need to write checks and buy stamps.

Smart Phone

Report your meter readings anytime by using our Smart Phone service at 1-888-634-7323.

Payment Assistance Programs

To save time, refer to this guide if circumstances are making it especially difficult for you to pay your utility bills. Our representatives and our partners in the community are available to help.

Neighbor for Neighbor Heat Fund

You may receive a cash grant to pay past-due energy bills if you are 55 or older, disabled or have a medical emergency.

Low Income Residential Assistance (LIRA)

You can receive a bill discount between 10% and 70% if you are an eligible payment-troubled and low-income customer.

Customer Assistance and Referral Evaluation Services (CARES)

We can assist qualified customers who are facing temporary and extreme hardships by developing payment arrangements based on your ability to pay, making referral to services for special needs and providing counseling where appropriate.

Low Income Home Energy Assistance Program (LIHEAP)

You can receive cash assistance from a federally funded, state administered program. LIHEAP provides assistance to pay home heating bills for eligible customers. This program can also pay crisis assistance when service has been shut off or is about to be shut off. Applications are available from National Fuel, your local County Assistance Office or online at www.compass.state.pa.us

Senior Identification Program

We will identify and monitor accounts for older and disabled customers.

Third-Party Notification

You can designate a third party to receive any reminder or shut-off notices that may come as a result of forgetting to pay or misplacing a bill.

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.

Hospitalized Customer Assistance Plan

We will provide a 30-day bill-payment extension if you anticipate a hospital stay of 10 or more days.

Assistance Referrals

We will provide referrals to community services to help resolve your payment problems. We can work together with social service agencies to help determine your eligibility for various public programs.