



# KNOW YOUR RIGHTS

You can download a copy of “Your Rights As A Utility Customer” from our website at [www.nationalfuelgas.com](http://www.nationalfuelgas.com) - look for “Customer Publications” under the “For Home” section. Or, to receive a copy, mail the coupon on this page to:

National Fuel  
P.O. Box 2081  
Erie, PA 16512

This notice is required by the Pennsylvania Public Utility Commission to inform you of the availability of a pamphlet which summarizes your rights regarding standards and billing practices for residential service.



**National Fuel**  
[www.nationalfuelgas.com](http://www.nationalfuelgas.com)



**PLEASE SEND ME**

a free copy of  
“Your Rights as a Utility Consumer.”

Name \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_

State \_\_\_\_\_ Zip \_\_\_\_\_

Account # \_\_\_\_\_



# AS A RESIDENTIAL UTILITY CUSTOMER YOU HAVE A RIGHT TO KNOW

- ... how to tell if your bill is too high.
- ... how to question or disagree with your utility company.
- ... when you may have to pay a security deposit.
- ... that you may have to pay for utility service, even after you move.
- ... when your utility bill is estimated.

- ... that you can be your own meter reader.
- ... what to do if you cannot pay your utility bill.
- ... when your utility service can be shut off.
- ... about penalty charges for late payment.
- ... that you can pay a level and predictable amount for gas services each month.

As a customer you have the responsibility to know your rights - to know how you may obtain the best service from your utility.

“YOUR RIGHTS AS A UTILITY CONSUMER” is a booklet that explains National Fuel’s billing, credit, dispute handling and termination practices.

National Fuel can provide you with this booklet and answer any other questions or complaints about utility services.

This booklet also contains the telephone number of the Pennsylvania Public Utility Commission’s Bureau of Consumer Services, to which you may turn for additional assistance.

THE PENNSYLVANIA PUBLIC UTILITY COMMISSION REQUIRES THAT THIS INFORMATION BE AVAILABLE TO ALL UTILITY CONSUMERS WITHOUT CHARGE.