

Call Before You Dig, Drill or Blast – It's the Law!

A damaged natural gas pipeline or service line to a house may create an explosion hazard, resulting in injury and death, severe property damage and loss of vital service. If you are planning a project that involves digging, trenching, drilling, grading or excavating:

- **In New York, call 8-1-1** before you dig at least two full business days before the start of your project.
 - **In Pennsylvania, call 8-1-1** before you dig at least three full business days before the start of your project.
 - We will send a professional to conduct a **FREE** site survey and mark the underground lines on your property.
 - Once your underground lines have been marked, you will know the approximate location of your utility lines.
 - Respect the marks and dig with care using hand tools near underground lines.
 - Have an emergency plan.
- 8-1-1** is the national number you should call before you begin any digging project. Whether you are planning to do it yourself or hire a professional, smart digging means calling **8-1-1** before each job.



**Know what's below.
Call before you dig.**

Encroachment

Even if a construction project is not expected to interfere directly with existing natural gas pipelines, you may still be in danger of locating or digging too closely to related gas facilities. This is known as encroachment. To ensure your safety and National Fuel's ability to access its pipelines, call our toll-free number at **1-800-365-3234**.

Ask for Identification

For your safety, every National Fuel representative carries an identification card. If the card is not clipped onto his or her clothing for easy viewing, ask to see it. If proper identification is displayed, please let the representative complete his or her job. If you are suspicious or have questions, contact us immediately at **1-800-365-3234**. If you feel there might be a problem, call the local police.

Important Contact Information

For natural gas emergencies, call **1-800-444-3130**, 24 hours a day, 7 days a week.

Billing Questions and Customer Service

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

Buffalo area: **716-686-6123**
Erie area: **814-871-8200**
All other areas: **1-800-365-3234**
Or visit www.nationalfuelgas.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 **7-1-1**.

Customer Assistance Centers

If it is necessary for you to talk with one of our representatives in person, our Customer Assistance Centers are staffed with helpful people who can assist you. Please check the locations listed below to find the office closest to you.

In New York

Open Monday through Friday,
8:15 a.m. to 4:30 p.m.

Buffalo: 455 Main Street,
Buffalo, NY 14203

Cheektowaga: AppleTree Business Park
2875 Union Road, Suite 44,
Cheektowaga, NY 14227

Jamestown: 1384 Peck Settlement Road,
Jamestown, NY 14701

In Pennsylvania

Open Monday through Friday,
8:30 a.m. to 4:30 p.m.

Erie: 1100 State Street,
Erie, PA 16501

Oil City: 1 Relief Street,
Oil City, PA 16301



National Fuel
www.nationalfuelgas.com



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For more information, including translation services, call **1-800-365-3234**.
Este folleto tambien es disponible en español. Para más información, llame al **1-800-365-3234**.

Fuel for Thought

Summer 2010 Customer Newsletter

Natural Gas

The ultimate "alternative" fuel of the future

When it comes to dealing with energy costs and protecting the environment, natural gas is a major part of the solution to our country's energy concerns. Of the major sources of energy in the U.S., **natural gas is one of the most cost-effective, clean, efficient, secure and abundant fuels available.**

Natural gas costs less to use than other major home energy sources. The equivalent amount of electricity costs families roughly three times as much, on average, as natural gas.

Natural gas is clean, generating less sulfur dioxide (a cause of acid rain), less nitrogen oxides (that can produce smog) and less particulate matter (dust, dirt, soot or smoke) than oil or coal. And natural gas produces significantly less greenhouse gas emissions than other fossil fuels.

Natural gas appliances are more efficient than electric appliances, from generation to the point of use. As a result, gas users conserve energy resources and reduce greenhouse gas emissions.

Natural gas is secure and abundant. More than 97 percent of the U.S.'s natural gas supply comes from North America, of which 84 percent is produced in our country. And our total natural gas resource base is continually growing.

Although there are renewable forms of energy on the horizon that show promise, wind and solar power are not always available and presently make up less than 1 percent of our nation's total energy supply. Until other alternatives can be produced abundantly and cost-effectively, natural gas will continue to be the premier fuel of the future that is available today.

The Savings Add Up

Using natural gas appliances, like a gas clothes dryer, will save you money. Last year in Western New York, the average gas dryer cost \$55⁽¹⁾ to operate whereas the average electric dryer cost \$204.⁽²⁾ Last year in northwestern Pennsylvania, the average gas dryer cost \$62⁽¹⁾ to operate whereas the average electric dryer cost \$145.⁽²⁾ You could save a significant amount of money each year by making the switch to a gas dryer. You'll notice natural gas is not only gentle on your clothes, but it's gentle on your wallet and the environment, too.

⁽¹⁾Based on a calendar year 2009 residential gas cost of \$1.0673/Ccf (100 cubic feet) in New York, \$1.1850/Ccf in Pennsylvania and an annual clothes dryer usage of 52 Ccf/year.

⁽²⁾Based on a calendar year 2009 residential electric cost of \$0.1341/kWh (kilowatt hour) in New York, \$0.0952/kWh in Pennsylvania and an annual clothes dryer usage of 1,520 kWh/year.



National Fuel

Things to think about:

- Saving with Natural Gas
- Natural Gas Safety
- Protecting Against Carbon Monoxide

www.nationalfuelgas.com

Start Preparing for the Winter Heating Season

Annually, have your heating system inspected by a qualified contractor before the heating season begins.

The contractor should provide the following services:

- Check the heat exchangers for cracks, rust and corrosion.
- Clean and check the flue and vent pipes for any obstructions.
- Check your heating system, or have it tested, for proper ventilation.
- Clean or replace all furnace filters.
- Check blower operation, clean and lubricate.
- Check and adjust any pilots and burners.
- Check that your gas appliances produce a sharp blue flame.
- Check all electrical connections and controls.

Always keep flammable materials outdoors, in approved containers and away from your furnace, water heater and other natural gas appliances.



Understanding Natural Gas Safety

Natural gas is one of the most safe and clean-burning energy sources available. At National Fuel, providing safe, reliable natural gas service at the lowest possible price is our highest priority.

Gas Safety Inside and Outside the Home

Natural gas appliances, equipment and connectors should always be installed and used in accordance with the manufacturer's instructions. They may also be subject to manufacturer product recalls. Improper use of these devices, or continued use of recalled products may result in a hazardous situation for you, your family or your neighbors. It is recommended that you periodically check with the Consumer Product Safety Commission (**1-800-638-CPSC** or www.recalls.gov) or product manufacturers to see if any of your natural gas equipment has been recalled.

Replacing Appliance Connectors

Natural gas connectors are corrugated metal tubes used to connect gas appliances in your home to gas supply pipes. Some older, uncoated brass connectors can crack or come apart, causing a gas leak that could result in a very dangerous situation. Any uncoated brass connector should be replaced immediately with a new connector made of either plastic-coated brass or stainless steel. After disconnecting gas appliances, gas connectors should always be removed and should never be reused. The natural gas line should then be plugged or capped.

Only a qualified, licensed plumber, heating contractor or appliance repairperson should check your connector and replace it if needed. Do not try to do this yourself!

Do not move your appliance to check the connector. Moving the appliance, even slightly, could cause the complete failure of one of these connectors.

Improper Piping

National Fuel does not recommend that you install your own natural gas lines. Only a qualified heating contractor or plumber should install gas lines. If work needs to be done, ask the contractor to install rigid steel pipe or flexible stainless steel piping.

Since 1990, corrugated stainless steel tubing (CSST) has been installed in many homes and businesses, often coated with a yellow or black exterior. If lightning strikes a structure with CSST, it is possible for natural gas leaks or fires to occur in some cases. A qualified plumber should conduct an inspection to determine if CSST is present in the structure. If CSST is present, a licensed electrician can install a bonding device, which will reduce chances for natural gas leaks or fires to occur in the event of a lightning strike.

Service Lines

All natural gas pipes and lines running from the gas meter to your appliances belong to the property owner. The owner should conduct regular inspections of these facilities to ensure proper/safe operation. Owners are also responsible for maintaining and repairing their pipes and lines as needed.

Scalding Hazards

Extremely hot water can be dangerous. Make sure your water heater or boiler is set to a safe temperature (as recommended by the manufacturer). Always check the water temperature prior to placing a child in the bathtub and never leave a child in the bathtub without adult supervision.

What to Do in Case of Flooding

If there has been flooding in your home, be safe and call National Fuel, especially if you smell natural gas. Our emergency number is **1-800-444-3130**. Water can damage your natural gas appliances. If any gas appliance burner or its controls have been under water, DO NOT attempt to relight the appliance. A qualified contractor should be called to inspect your equipment before it can be used again.

Gas Theft Tip Line

Stealing natural gas is costly to all of us and can be extremely dangerous. If you know of someone who is tampering with a gas meter or making an unauthorized connection, please call our confidential, 24-hour, toll-free **Gas Theft Tip Line**.

In New York, call **1-800-992-9926**.
In Pennsylvania, call **1-800-835-6672**.

You could help prevent a crime and protect the safety of innocent people.

Protecting Your Family From Carbon Monoxide

Carbon monoxide is a colorless, odorless and potentially dangerous gas produced when fuel (heating oil, propane, kerosene, charcoal, gasoline, wood or natural gas) is burned without enough air for complete combustion. If inhaled in large quantities for a prolonged time period, carbon monoxide can cause unconsciousness, brain damage and even death.

Learning to identify the symptoms of carbon monoxide poisoning is the first step toward protecting you and your family. These symptoms include:

- Fatigue
- Coughing
- Headache
- Irregular breathing
- Dizziness
- Overall paleness
- Nausea
- Cherry red lips and ears

* You should make sure that any carbon monoxide detector you consider for purchase is listed by Underwriters Laboratories (UL) to the current UL 2034 standard, "Carbon Monoxide Detectors." National Fuel does not endorse or recommend any specific brand of carbon monoxide detector.

If you, or anyone in your household, experience these symptoms, immediately open windows and doors to ventilate your home, then move outside and call **9-1-1** or your fire department. There are a number of steps you can take to minimize the dangers of carbon monoxide poisoning, including:

- 1 Have your chimney, appliances and heating equipment inspected and tested by a qualified professional every year.
- 2 Ventless heaters should be installed to manufacturer's specifications and should never be used as a primary heat source.
- 3 Install at least one carbon monoxide detector in your home. Do not rely on carbon monoxide detectors as a substitute for maintaining appliances, heating equipment or chimneys. If you do choose to install a carbon monoxide detector, use it as an additional preventative measure.*
- 4 Clear snow and ice from exhaust and combustion air vents for gas appliances to prevent carbon monoxide from accumulating in your home.
- 5 Never use a gas oven or stovetop for heating your home.
- 6 Never run a gasoline engine (such as a gasoline generator) or an automobile in an enclosed space.
- 7 Never use a portable charcoal or propane grill indoors.

Detecting a Gas Odor

Natural gas is colorless and odorless. National Fuel adds an odorant that produces a distinctive "gas smell" so that leaks are easier to detect. If you detect a faint gas smell, check to see if you have a pilot light out or a burner that is not completely turned off, and then open windows and doors to ventilate. If you smell a strong gas odor, or are unable to detect the cause of the odor:

DO

- Leave the premises.
- Call National Fuel's emergency line, **1-800-444-3130**, from a different location.

DON'T

- Switch lights on or off.
- Light any matches.

FOR NATURAL GAS EMERGENCIES

Call **1-800-444-3130**, 24 hours a day, 7 days a week.