

Special Programs for Special Needs

Customers with hearing or speech difficulties can communicate with us through the New York Relay Service by calling **7-1-1**. For gas emergencies, please provide the relay operator with our emergency phone number: **1-800-444-3130**. For the visually impaired, we can send bills and bill inserts in large type or braille, and some of our brochures can be requested in braille and on audio tape. National Fuel will supply large-numbered or braille thermostats at no cost when the need is verified.



To improve communications with our non-English-speaking customers, National Fuel subscribes to a Tele-Interpreters Translation service. Customers can request this service at any time, either in person or by telephone. Many of our brochures are also available in Spanish.*

* Algunas de nuestros folletos están también disponible en español.

Billing Questions and Customer Service

If you are interested in any of these special services or programs, please call us for more information.

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

Buffalo area: **716-686-6123**
All other areas: **1-800-365-3234**

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.

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

Buffalo: 455 Main St., Buffalo, NY 14203

Cheektowaga: Appletree Business Park,
2875 Union Rd., Suite 44, Cheektowaga, NY 14227

Jamestown: 1384 Peck Settlement Rd.,
Jamestown, NY 14701

For Gas Emergencies, call 1-800-444-3130
24 hours a day, 7 days a week.

For more information, including translation services,
please call 1-800-365-3234.

Para más información, incluyendo servicios
de traducción, por favor llame al 1-800-365-3234.



National Fuel[®]

www.nationalfuelgas.com



National Fuel[®]

A Comprehensive Guide to Obtaining Payment Assistance

Payment Assistance

If you need assistance to manage your energy bills, helpful service from National Fuel is only a phone call away.

Home Energy Assistance Program (HEAP)

HEAP is a federally funded program that provides assistance with home heating bills to eligible customers. It is administered by the Department of Social Services and the Department of Senior Services. For eligibility requirements and information to help you obtain and complete an application, visit www.nationalfuelgas.com and click on “For Home/About Your Bill/Payment Assistance Programs.”

Neighbor For Neighbor Heat Fund

The Neighbor For Neighbor Heat Fund is supported with contributions from National Fuel Gas Company, community members and employees, and helps customers meet basic energy needs. To be eligible, you must be disabled, or have a certified medical emergency, or be at least 60 years old, and have difficulty in paying your bills. To apply, contact The Salvation Army at **716-883-9800, extension 230**, the Chautauqua Office For the Aging at **716-753-4471**, or Catholic Charities at **716-856-4494** to find the agency nearest to you and determine the necessary documentation to bring to the application interview.

Special Protections

National Fuel offers special protections for customers who live in households where all residents are either 62 or older, 18 or younger or disabled, to help ensure that their heat stays on in the winter. If you or anyone you know – parents, friends, neighbors – fit this description, please contact us. Our representatives will review the special protections with you and will work to help ensure continuous gas service throughout the winter season and help these customers should they need assistance or qualify for other special programs.



When You're Hospitalized

The last thing you need to worry about when you're in the hospital is the due date of your bill. If you're anticipating a hospital stay of 10 or more days, call us to request an extended due date on your gas bill. Upon your request, we'll extend the date by as many as 30 days.

If You're Out of Work

If you are unemployed or expecting a layoff, National Fuel representatives can offer advice on programs and assistance available to you.

Special Services for Seniors

National Fuel offers many services that are designed to help our senior customers. Here are some of the services we offer:

Assistance Referrals

If National Fuel is unable to resolve your payment problems, we will refer you to community services that may be able to assist you. Our representatives can also put you in touch with social service agencies to help you determine if you are eligible for various public assistance programs. Special company programs are also available for customers with extreme financial hardships.

The Extra Security Plan

For eligible senior customers and those who are retired or permanently disabled, this plan offers an extra measure of security for uninterrupted natural gas service. It includes coordinating bill due dates to coincide with the arrival of income checks.

Third-Party Notification

For peace of mind, you can designate a third party to be notified in case you forget to pay your National Fuel bills. You could choose a relative, friend, clergyman, or government agency. The designated third party is not responsible for paying your bill.