



## Smell Gas? Leave Fast!

Then call 1-800-444-3130. Natural gas is clean burning, efficient, economical, and environmentally friendly. It's delivered to your home or business through a safe, underground pipeline system, but safety also depends on you.

While natural gas is naturally colorless and odorless, National Fuel adds a rotten egg smell so you will know if there is a leak.

If you smell gas:

### DO

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

### DON'T

- Turn any electrical switch on or off
- Light any matches

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



## Important Contact Information

### Billing Questions and Customer Service

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

Or visit [NationalFuel.com](http://NationalFuel.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 **711**.

### 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. Offices are open Monday through Friday, 8:15 a.m. to 4:30 p.m.

#### Buffalo:

409 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 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.

 Printed on Recycled Paper



## Safety Is Our Top Priority. Make It Yours Too!

### Heating Safety and Efficiency

Have your heating system inspected by a qualified contractor every year before the heating season begins. The contractor should check the following:

- Cracks, rust and corrosion on the heat exchangers
- Obstructions, corrosion, or pipe separations on the flue and vent pipes
- Proper ventilation of the heating system
- Clean or replace furnace filters
- Blower operation, clean and lubricate
- Pilots and burners
- Sharp blue flame on gas appliances
- Electrical connections and controls

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



### Gas Safety Inside and Outside the Home

Natural gas appliances, equipment and connectors should always be installed and used according to manufacturer's instructions. We recommend periodic checks with the Consumer Product Safety Commission (1-800-638-CPSC or [www.recalls.gov](http://www.recalls.gov)) or product manufacturers to determine 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 to gas supply pipes. Some older, uncoated brass connectors can crack or come apart, causing a gas leak that could result in a dangerous situation. If you have an uncoated brass connector, you should have it replaced immediately with a new connector made of plastic-coated brass or stainless steel.

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!**

### House Lines

National Fuel's service line ends at your foundation wall if the meter is located outside. For inside meters, the service line ends at the first accessible fitting inside the wall. All piping beyond this point, running to the appliances, belongs to the property owner. Owners are responsible for maintaining and repairing their pipes and lines as needed and should conduct regular inspections.

### 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 you need work done, ask the contractor to install rigid steel pipe or flexible stainless steel piping.

### What to Do in Case of Flooding

If there is flooding in your home, be safe and call National Fuel, especially if you smell natural gas. Our emergency number is **1-800-444-3130**. If any gas appliance burners or controls have been under water, DO NOT try to relight the appliance. Call a qualified contractor to inspect your equipment before you use it again.

### Carbon Monoxide Poisoning Awareness

Learning to identify the symptoms of carbon monoxide poisoning could be a lifesaver. Symptoms include:

- Fatigue
- Dizziness
- Coughing
- Paleness
- Headache
- Nausea
- Irregular breathing
- Cherry-red lips/ears



If you, or anyone in your house, experience these symptoms, immediately open your windows and doors to ventilate your home. Then move outside and call 911 or your fire department.

For more gas safety information, visit:  
[www.nationalfuel.com/forhome/gassafety.aspx](http://www.nationalfuel.com/forhome/gassafety.aspx)

## For Your Information

The Climate Leadership & Community Protection Act (CLCPA) became law in New York state on July 18, 2019. The CLCPA sets legally enforceable requirements for New York that dramatically increase renewable electric generation in the state by 2040, and virtually eliminate greenhouse gas emissions from all sources by 2050.

National Fuel's utility customers have enjoyed significant savings from natural gas; the average annual bill for residential customers has decreased 43 percent, or \$720, since the winter of 2008-2009. For our commercial and industrial customers, the wholesale cost of natural gas has declined more than 60 percent since 2008.

Over the long-term, the CLCPA has the potential to alter the vehicles we can drive, how we travel by air, how we heat our homes, fuel our businesses and industry, and how electricity is generated within our state.

Energy consumers in New York need to know more about this new law and the substantial impact it may have on their daily lives – financially and otherwise.

We'll provide additional details of the CLCPA as they become available.

## Payment Assistance

There are a variety of programs providing assistance this winter

### Neighbor for Neighbor Heat Fund

Applicants for this home heating assistance program must fall into at least one of the following classifications: be at least 55 years old, have a certified medical emergency, be disabled, be a veteran with a verified financial need, or be receiving unemployment benefits.

For more information, contact:

**The Salvation Army**  
716-883-9800, Ext. 230

**Catholic Charities**  
716-856-4494

**If you reside in Chautauqua County, contact:**

**The Salvation Army**  
716-664-4108

**Catholic Charities**  
716-372-0101 (ask for Parish Outreach)

**Chautauqua County Office for the Aging**  
716-753-4471.

### Budget Plan

The Budget Plan levels off your monthly payments by spreading your heating costs over as many as 12 months, making your energy bills more predictable and manageable. Your Budget Plan payment amount may be adjusted periodically to account for changes in gas prices, weather and historic and current gas usage.

Sign up for the Budget Plan online at [www.NationalFuel.com](http://www.NationalFuel.com) or call 1-800-365-3234.

### Deferred Payment Agreement

If you anticipate a problem with making your payment we may be able to negotiate an agreement with you to provide a repayment plan on your account balance.

### Statewide Low Income Program (SLIP)

If you receive a HEAP benefit, you are automatically enrolled in National Fuel's low-income discount program. Participants in the program will get a monthly discount based on the level of HEAP assistance received and will automatically be enrolled in the Budget Plan. There is no need to separately apply for this discount; you just need to apply for and receive HEAP.

### Special Protection

National Fuel offers special protections for customers who reside in households where all residents are age 62 or older, 18 or younger, blind, or disabled. Please call us at 1-800-365-3234 for more information.

You can designate a third party to be notified in case you forget to pay your gas bills as part of our Third-Party Notification program.

Eligible customers who are retired or permanently disabled can coordinate bill due dates to coincide with the arrival of income checks through the Extra Security Plan.

## Having Trouble Paying Energy Bills?

HEAP Can Help!

If you need help paying your heating bills, the Home Energy Assistance Program (HEAP), a federally funded program, may be a solution. HEAP funding is limited and is awarded on a first-come, first-served basis, so make sure you apply as soon as possible.

Emergency grants up to \$350 are also available beginning Jan. 2, 2020, to provide additional assistance to prevent a heat-related emergency. Depending on your circumstances, you can apply by mail, in person, by telephone or on the web at [www.MyBenefits.ny.gov](http://www.MyBenefits.ny.gov).

Grant amounts vary and will be provided only while HEAP funding remains available. **Regular grants up to \$401\*** are available to reduce the amount of your heating bill.

**\*HEAP is contingent upon funding from the federal government.**

**Eligible customers can receive help with their heating bills. The 2019-20 HEAP season is scheduled to open Nov. 12.**

You may be eligible to receive HEAP benefits if your gross household income is at or below the proposed income levels:

Household Size	Max Monthly Gross Income
1	\$2,494
2	\$3,262
3	\$4,030
4	\$4,797
5	\$5,565
6	\$6,332

Higher monthly and annual income limits are available for larger households. Maximum gross income levels are subject to change.

Visit [www.HEAPhelps.com](http://www.HEAPhelps.com) or call 1-877-443-2743 for more information.

## Make Bill Paying Easier

Help yourself and help the environment

### Go GREEN with Paperless Billing



Receiving your bills by mail wastes precious time, money, paper and postage. Once enrolled in National Fuel's Online Services, you can easily:

- Stop getting paper bills
- Stop writing checks and save on stamps
- Receive 24-hour access to your account
- Stabilize your monthly bill

Sign up online at [NationalFuel.com](http://NationalFuel.com)

## Direct Pay - The Fastest and Easiest Way to Pay

With the Direct Payment Plan, your monthly gas payment will be deducted automatically from your checking or savings account on the day the bill is due. The Direct Payment Plan is especially compatible with our Budget Plan. By participating in both programs, you can be prepared for your monthly deductions. It is FREE to participate in the Direct Payment Plan. Sign up online at [www.NationalFuel.com](http://www.NationalFuel.com) or call us at 1-800-365-3234.

