



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, seven 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, from 7 a.m. to 6 p.m.

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

Or visit NationalFuel.com for more information.

Customers with hearing or speech difficulties are able to communicate with us on an 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. Open Monday through Friday, from 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.

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



Stay Safe This Winter Season

During the winter months, it is important to make sure homes are not only warm, but also safe. Homeowners are advised to be mindful of snow, ice and extremely cold temperatures.

Here are a few helpful tips to keep your home safe this winter.

Outdoor Meter Safety

- Keep the gas meter and area around the meter free of snow.
- Maintain a clear path to the meter.
- Inform those working, shoveling, plowing or snow blowing around a meter of its location.
- Call National Fuel, 1-800-365-3234, if a meter becomes encased in ice (do not attempt to break or melt the ice).
- Exercise caution when removing icicles from a meter or any area of the roof above the meter.
- Do not let children play or climb on the meter.



Also, be advised of individuals who use winter heat bills to trick bill payers.

Utility Scammers

Customers are reminded that:

- National Fuel employees **DO NOT** conduct door-to-door sales. Any salesperson wearing a hard hat, another article of clothing or accessories commonly associated with utility employees is not likely a National Fuel employee.
- National Fuel employees **DO NOT** visit customer homes to view gas bills, to sign any agreements or to discuss account matters unless they are related to collection activities.
- National Fuel employees **DO** visit customer homes for operational purposes, including meter reading, construction work and gas emergencies. Employees will carry identification cards and will produce them without resistance if asked.

Be Aware of Carbon Monoxide (CO)

To minimize the dangers of carbon monoxide poisoning:

- Have your chimney, appliances and heating equipment inspected and tested by a qualified professional every year.
- Install ventless heaters in accordance with manufacturer specifications, never using them as a primary heat source.
- Install at least one CO detector in your home. Do not rely on CO detectors as a substitute for maintaining appliances, heating equipment or chimneys. Use CO detectors as additional preventative measures.
- Clear snow and ice from exhaust vents and intake air vents for gas appliances.
- Never use a gas oven or stovetop for heating.
- Never run a gasoline engine (such as a gasoline generator) or an automobile in an enclosed space.
- Never use a portable charcoal or propane grill indoors.

Symptoms of CO Poisoning Include:

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



Those experiencing symptoms of CO poisoning should immediately open windows and doors, move outside and call 911.



Mandatory Inspection for Customers with Inside Gas Meters

National Fuel needs to perform a mandatory inspection of its natural gas meter and adjoining piping. This safety inspection is required by Order of the New York State Public Service Commission due to changes in state regulations.

National Fuel will need access to the gas meter located inside your home by the end of April 2020.

The inspection will be completed at no cost to you. National Fuel employees will present identification when they arrive at your home to complete the safety inspection.

If we have not been able to complete this inspection at your residence, you will receive a letter in the mail. Please follow the instructions to schedule an appointment with us. The New York State Public Service Commission has required utilities to change their tariffs and place \$100 non-access fees on customer accounts where they refuse access or miss two inspection appointments.

If you have questions, please contact us at 716-827-5560, Monday through Friday. We thank you in advance for your cooperation!

HEAP Is Still Open

HEAP is a federally funded Program that provides assistance to eligible customers to pay their home heating bills. Customers are encouraged to apply as soon as possible for assistance, as funds are limited and will be distributed on a first-come, first-served basis. Applications are now being accepted.

The maximum regular HEAP grant for customers who use natural gas to heat their homes is \$401.

You can apply by mail, in person, by telephone or on the web at www.MyBenefits.ny.gov.

For more information, visit www.HEAPhelps.com or call 1-877-443-2743.

Emergency HEAP grants are also available for households in immediate danger of being without heat.

If you have already received a HEAP benefit this heating season, you may call your county office to apply for a \$350 Emergency HEAP benefit.

You must have a shut-off notice to apply for the Emergency HEAP benefit.



Making Bill Paying Easier Budget Plan

The Budget Plan helps you manage your energy costs by establishing a level monthly payment amount. To determine the amount, first, we estimate your expected monthly usage and charges based on your past and current gas usage and the cost of gas. Then we factor in the weather conditions. Once you've enrolled, your energy costs will be spread over the number of months you select, making budgeting and managing energy costs much easier.

Because your bill is based upon factors that can change (energy prices and changing weather conditions), your Budget Plan amount will be reviewed quarterly, to make sure that you're being billed accurately. To sign up for the Budget Plan, visit NationalFuel.com or call us at 1-800-365-3234.



Statewide Low Income Program (SLIP)

Customers who receive Home Energy Assistance Program (HEAP) grants are also automatically enrolled in the Statewide Low Income Program (SLIP), a program that provides monthly discounts on gas delivery fees.

To see if you are receiving a SLIP discount, view the Service Classification on your bill. If "SLIP TIER" is listed after "Service Classification" you are enrolled and will receive a discount. See the sample below to locate.

PO Box 371835
Pittsburgh PA 15250-7835
National Fuel[®]
1809

Please make check payable to National Fuel or pay online at www.nationalfuelgas.com.

Please pay by **October 14, 2018** to avoid a 1.5% late payment charge.
Please donate to the Neighbor-For-Neighbor Heat Fund by adding \$1, \$2, or \$5 to your payment.

Account Number
Return this stub if paying by mail. Bring entire bill if paying in person. To pay online go to www.nationalfuelgas.com.

14-AT *A-34-WST-AM-00016-1
BUFFALO NY 14206-2510

SAMPLE

QAPROOFS: KBIL0942-REGRESSION-NBLM-NY-10/11/2018 (0000034)

To make paying your bill easier, enroll in our Direct Payment Plan by signing your name above. We'll use the checking account information found on the payment you submitted and soon, your monthly bills will be automatically deducted from that account. It's that simple.

FOR EMERGENCIES CALL: 1-800-444-3130

National Fuel[®] For questions or service call **National Fuel: (716) 686-6123 7:00am to 6:00pm Mon-Fri**
Please pay by **October 14, 2018** to avoid a 1.5% late payment charge.

Account Number
Service Address:
Service Classification: **24-SC02 - SLIP TIER 2.1 SALES**
General Information
Your Natural Gas Delivery Company is:
NATIONAL FUEL GAS DISTRIBUTION CORPORATION
2875 UNION RD
SUITE 44
CHEEKTOWAGA NY 14227

Account Summary as of September 20, 2018
(Complete detail of Current Month Charges on reverse side)

| | |
|--|--------------|
| Last Month's Ending Balance | |
| Customer Payments Received | |
| Balance Remaining | |
| National Fuel Budget Plan Monthly Payment Amount | |
| Total Account Balance | 54.00 |

SLIP Tier Discounts

| SLIP Tier | SLIP Tier Description | Discount |
|-----------|--|----------|
| 1 | HEAP grant is less than or equal to \$350, or HEAP Emergency benefit is approved | \$3 |
| 2.1 | HEAP grant is equal to \$375 | \$3 |
| 2.2 | HEAP grant is equal to \$376 | \$17 |
| 3 | HEAP grant is equal to \$401 | \$28 |
| 4 | DSS Direct Voucher enrolled customers | \$13 |

*Please note, the amount of the discount may change annually with your December bill. The discounts shown here are effective December 2019.