**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 [NationalFuelGas.com](http://NationalFuelGas.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.

**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.

**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

**Beware of Energy Scams**
Customers are reminded that:
- Scammers are constantly trying new ways to separate you from your money.
- Winter is a time of increased utility customer scam activity. Be careful to prevent impostors from tricking you out of your money or your personal information.
- 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 gladly produce them if asked.

**Be Aware of Carbon Monoxide (CO)**
To minimize the risks 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 stove top 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.
**Energy Efficiency Tips**

**Saving money and energy is easier than you think.**

Help reduce emissions in the atmosphere and put a little more money in your pocket. Making these small, inexpensive adjustments can make a big difference!

- Set thermostats between 65° and 70° during the winter, and at 58° when away from the house for more than a few hours. By turning your thermostat back 10°-15° for eight straight hours, you can save about 5-15% a year on your heating bill- a savings of as much as 1% each degree.
- Turn down thermostats automatically without sacrificing comfort by installing a programmable thermostat.
- Change or clean furnace air filters once a month during the heating season. Furnaces consume less energy if they “breathe” more easily. Use the arrival of your natural gas bill as your reminder to change the filter.
- Warm air rises, so use registers to direct warm airflow across the floor.
- Close vents and doors in unused rooms. Close dampers on unused fireplaces.
- Set your water heater to 120° or the manufacturer’s guidelines.
- Insulate water heaters with insulation blankets in accordance with manufacturer’s guidelines.
- Install water-flow restrictors in shower heads and faucets.
- If radiators are located near cold walls, place a sheet of aluminum foil between the radiator and the wall to reflect heat back into the room.
- Run washing machines and clothes dryers with a full load.
- On sunny days, open curtains and blinds on windows that receive direct sunlight. Close them at night or on cloudy days to insulate against the cold air outside.
- Keep the cold out and the costs down. Reduce air leaks and cut as much as 10% from your monthly energy bill. Be sure to use caulking or weather-stripping to seal leaks around:
  - Floors, walls, ceilings (contribute to about 21% of energy loss)
  - Ducts (15% of energy loss)
  - Fireplace (14% of energy loss)
  - Plumbing (13% of energy loss)
  - Doors (11% of energy loss)
  - Windows (10% of energy loss)
  - Fans and vents (4% of energy loss)
  - Electric outlets (2% of energy loss)

**Save big with long-term improvements, too.**

Natural gas appliances are more efficient than electric appliances. The same amount of electricity would cost you approximately two to three times as much, on average, as natural gas. Plus, consider having your home evaluated for energy efficiency. Through the Home Performance with ENERGY STAR® Program, a participating Building Performance Institute (BPI)-accredited contractor will assess your home, make recommendations for energy improvements and provide a cost estimate to do the improvements. If you are of low to moderate income, you can make your home more energy efficient and reduce your utility bills, if eligible, with the Assisted Home Performance with ENERGY STAR® Program.

Improvements include:
- Making sure the recommended levels of insulation are installed in your attic and basement.
- Replacing older furnaces with a high-efficiency model. Even if it’s still in good working condition, an older furnace could be using about 15% more fuel than a new furnace. And an old water heater could be just as inefficient as an older furnace. When shopping for new appliances, compare energy efficiency ratings and annual operating costs.
- Installing storm or thermal windows and doors or double-paned glass. A less expensive alternative is plastic sheeting, which can be temporarily fastened over doors and windows to prevent drafts and retain heat.

---

**Enjoy money-saving rebates with National Fuel’s Conservation Incentive Program**

As a National Fuel customer in the Western New York service area, you can enjoy a number of money-saving rebates when you replace specified appliances with qualifying, energy-efficient natural gas models.

For full details, visit NationalFuelForThought.com.

---

**Heating Is Still Open**

If you need help paying your heating bills, or know someone who does, let HEAP be part of the solution. 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.

---

**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.

**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

---

**Community Corner**

**National Fuel Employees CANstruct the Buffalove Buffalo**

The Engineering Department at National Fuel competed in the Construction event at the Hamburg Fairgrounds Festival of Lights for the second year in a row.

The Engineering Department collected more than 3,000 canned items through an internal food drive. Approximately 2,500 of those items were used to build a replica of the Buffalove Buffalo for the competition.

The National Fuel Engineering Department went head-to-head with six other companies in the competition. Altogether, more than 14,000 canned items were used to build all seven displays.

Visitors to the exhibit placed coins in the collection jar next to the display they liked best. All of the food and money collected from Canstruction was donated to the Food Bank of WNY.