



## 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.

**Erie area:** 814-871-8200

**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

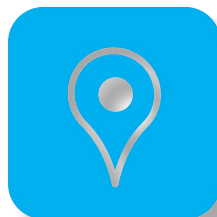
If it is necessary for you to talk with one of our representatives in person, our Customer Assistance Centers are staffed with helpful people who can assist you. Please check the locations listed below to find the office closest to you. Offices are open Monday through Friday 8:30 a.m. to 4:30 p.m.

#### Erie:

1100 State Street  
Erie, PA 16501


#### Oil City:

1 Relief Street  
Oil City, PA 16301



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.

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## Fuel For Thought

Fall 2019

Pennsylvania Customer Newsletter

## Having Trouble Paying Energy Bills? LIHEAP Can Help!

Eligible customers can receive help with their heating bills. The 2019-20 LIHEAP season is scheduled to open Nov. 1.

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

You may be eligible for at least \$200 toward your heating bill. If you are without service or have received a shutoff notice, you may also be eligible for a crisis grant of up to \$600.

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

For more information on how to apply, visit:  
[www.LIHEAPhelps.com](http://www.LIHEAPhelps.com)  
or call  
1-877-443-2743

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

Household Size	Max Monthly Gross Income
1	\$1,561
2	\$2,113
3	\$2,666
4	\$3,218
5	\$3,771
6	\$4,323

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

**Additional National Fuel payment assistance programs are listed inside.**

## A Notice to Customers with Buried Gas Piping Beyond the Meter

National Fuel regularly inspects and maintains the gas lines used to provide safe gas service to our customers, including service lines up to the gas meter. However, some customers' meters are located a distance from their buildings, and National Fuel does not maintain the customers' portion of the service line between the meter and the building.

As the owner, it is your responsibility to maintain the service line beyond the meter. If it is not maintained, it may be subject to the potential hazards of corrosion and leakage.

Buried piping should be:

- Periodically inspected for leaks
- Periodically inspected for corrosion if the piping is metallic
- Repaired if any unsafe condition is discovered

When excavating near buried gas piping, the piping should be located in advance, and the excavation done by hand. You can have other underground facilities properly located before you dig by calling Pennsylvania One Call at 811. Your local plumber or heating contractor can help you in locating, inspecting and repairing your buried gas piping.

## Payment Assistance

There are a variety of programs providing assistance this winter

### Neighbor For Neighbor

The Neighbor For Neighbor Heat Fund, a first-come, first-served home-heating assistance grant program, is available to provide help for energy-related expenses.

Applicants for this home heating assistance program must fall into at least one of the following classifications: be at least 55 years of age, be a resident who is over 150 percent poverty level but does not exceed 200 percent poverty level, have a certified medical emergency, be disabled, be a veteran with a verified financial need, or be receiving unemployment benefits.

Applicants must also reside within National Fuel's service territory; however, they are not required to be a National Fuel customer.

For more information, please contact the agency in your county.

#### BUTLER AND ARMSTONG

Butler Salvation Army  
724-287-5532

#### CLARION

United Way of Clarion County  
814-226-8760

#### CLEARFIELD AND JEFFSON

Central PA Community Action, Inc.  
814-765-1551

#### CRAWFORD

Associated Charities  
814-827-6613

#### CRAWFORD COUNTY MEADVILLE

Center for Family Services  
814-337-8450

#### ELK AND CAMERON

Bradford Salvation Army  
814-486-1161

#### ERIE

GECAC  
814-459-4581

#### McKEAN

Salvation Army  
814-368-7012

#### MERCER

Community Action Partnership of Mercer County  
724-342-6222

#### VENANGO

United Way of Venango County  
814-676-6545

#### WARREN AND FOREST

Warren/Forest Counties Economic Opportunity Council (EOC)  
814-726-2400

### LIRA & LIURP

Individuals with an income less than 150 percent of the Federal Poverty Level may be eligible for Low Income Residential Assistance (LIRA), a discounted rate based on the income and household size. LIRA applicants must be payment troubled, such as having defaulted on payment arrangements.

The LIURP (Low Income Usage Reduction Program) weatherization program installs measures to reduce energy consumption. To be eligible, customers must have high usage, in addition to other eligibility factors. Individuals that may not be eligible for LIRA or LIHEAP may still be eligible for LIURP weatherization since the guideline is at 200 percent of the Federal Poverty Level.

### CARES

Customers facing temporary extreme hardships may qualify for services such as special payment arrangements and referrals through National Fuel's CARES program.

For information on these and other programs for special needs such as customers with hearing or speech difficulties, visual impairments or for non-English translation services, call us at **1-800-365-3234** or visit us at **www.NationalFuel.com**.

To find out more about National Fuel assistance programs, call **1-800-365-3234** between 7 a.m. and 6 p.m., Monday through Friday, or visit **www.NationalFuel.com** and look for "Payment Assistance."



## 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)

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

### Heating Safety & Efficiency

Have your heating system inspected by a qualified contractor every year before the heating season begins. The contractor should check for 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 maintains the gas service line to the outlet of the meter. 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)

