

Billing Questions and Customer Service

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

Buffalo area: **716-686-6123**

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

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 hours and locations listed below to find the office closest to you.

In New York

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

In Pennsylvania

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

Erie: 1100 State St., Erie, PA 16501

Oil City: 1 Relief St., Oil City, PA 16301

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.

A Guide to Convenient Service and Flexible Payment Options



National Fuel[®]

www.nationalfuelgas.com



National Fuel[®]



New Gas Account

More than 100 years ago, National Fuel began providing natural gas service to customers in western New York and northern Pennsylvania. While much has changed since then, our commitment to providing reliable supplies of natural gas, ensuring the safe delivery of that gas and offering exceptional customer service has not.

Convenient Service

Our Consumer Response Center and our Customer Assistance Centers (see back cover for locations) are staffed with experienced representatives who are able to answer your service and billing questions. If you have a question, problem or request, please call between 7:00 a.m. and 6:00 p.m. Monday through Friday.

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What to Do if You Smell Gas?

Don't take any chances. If you smell gas, inside or outside your home, call us immediately!

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

For more details,
visit **www.nationalfuelgas.com**.

In most cases, applications to National Fuel for service can be made over the phone. Call us at least one week ahead of time to set up your new account. We'll arrange a time during business hours to start your gas service.

We will need access to the meter at your new address so we can obtain a meter reading and initiate billing for you at that address. During cold weather periods, it is recommended that you have the service turned on at your new address before it is disconnected at your current address. This is to ensure that you are not without heat.

Wireless Telephone Numbers

If you provide a wireless telephone number, paging number, and/or any other number that is not a landline phone number to National Fuel, you consent to receiving autodialed and pre-recorded message calls and/or text messages from National Fuel, its agents and/or third party debt collectors at that mobile number. If you object to receiving autodialed and pre-recorded message calls and/or text messages at that mobile number, you must state your objection in writing. Written objections should be mailed to:

National Fuel Gas Distribution Corporation
ATTN: Correspondence/Opt Out
6363 Main Street
Williamsville, N.Y. 14221

Please include your name, account number, address, and the mobile number at which you do not want to receive autodialed and pre-recorded calls and/or text messages, with your written objection.

Moving

If you are planning to move, call us at least one week in advance so we can obtain a meter reading and generate your final bill. You may be responsible for payment for the gas used until we get a final reading, so please make arrangements to provide us access to the meter.

Renting

Before making a decision to rent a property, call us to find out the history of gas usage for the property and the current Budget Plan payment amount.

Service for Landlords

When a tenant who pays for his or her own gas service plans to move, you, as the landlord, may call National Fuel ahead of time and ask us to continue the service in your name while the unit is unoccupied. You may also request an application for our Landlord Agreement Plan, which allows National Fuel to automatically open an account in your name and continue service when a tenant requests a final bill. This may help you avoid costly damages to your property if the tenant discontinues service and the service remains off during cold weather periods. This program only applies in situations where your tenant has requested that we discontinue their service, not when a tenant's service has been disconnected for non-payment.

Service and Repair

At times it may be necessary to perform service, repair or replacement work on your property. If this happens, we'll try to give you as much advance notice as possible. When the work is complete, we'll test the gas lines for leakage and relight your gas appliances. In most situations, if we have disturbed your property as a result of this work, we'll make arrangements to have your property restored to its pre-existing condition as soon as the weather permits. At your option, we may provide you with a cash settlement immediately, and you may perform the work yourself. Please note that there are a limited number of exceptions in which the customer may be responsible for restoration.

Meter Reading

Timely Meter Reading Ensures an Accurate Bill

National Fuel owns, maintains and uses its gas meters to measure how much natural gas you use. We try to read the meter every other month or, in some instances, we may ask you to read the meter.

When we don't get a meter reading, we calculate your bill based on past usage, recent temperature information, and current gas prices.

If the Meter is Outside

A National Fuel representative will read the meter on or about the scheduled date noted on your bill. Please make sure the path to the meter is unobstructed.

If the Meter is Inside

A National Fuel representative will visit your home to read the meter on or about the scheduled date noted on your bill. For your safety, confirm that he or she has proper identification, then please let our representative inside. It usually takes only a minute or two to get the reading.

If you are not home, the meter reader will leave a card so you can provide us with a reading. You may record your meter reading on the card and then call us at **1-888-NFG-READ (1-888-634-7323)** to report it. You may also enter a meter reading online at **www.nationalfuelgas.com**.

If the Meter is Not Accessible

If you are a customer who does not have access to the gas meter, please call to let us know whom to contact so access to the meter can be arranged.

You can also call in your meter reading using our new automated system. Simply dial the number below and follow the instructions to enter your meter reading.

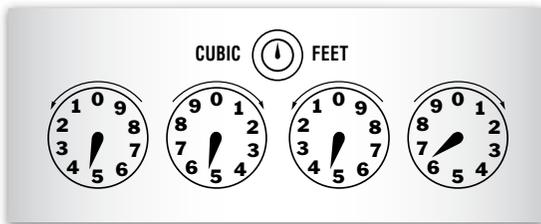
Buffalo Area: **716-634-7323 (NFG-READ)**

All Other Areas: **1-888-634-7323 (1-888-NFG-READ)**

A Guide to Reading Your Meter

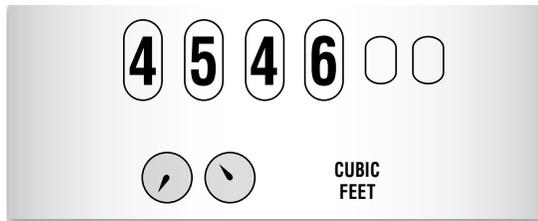
Your meter will have one of these meter displays:

Dial Meter



When the pointer is between numbers, record the lower number.

Numeric Meter



The correct reading for both meters is 4546 hundred cubic feet (ccf).

Automated Meter Reading

In certain service areas, automated meter reading devices have been installed. These devices record gas usage and transmit a reading to us automatically. Please note that we need to access the device periodically to ensure that it continues to operate properly.

Meter Safety and Care

Here are some important gas meter safety and care instructions:

- In the winter, it's important to protect the meter from falling snow and ice, keep the area around the meter free of snow and ice, and clear a path to the meter for easy access.
- Remember to use caution when shoveling, plowing or snow blowing in the area near the meter.
- Be careful when removing icicles from the meter and the gutters and roof above it.
- Call us if the meter becomes encased in ice; DO NOT try to melt or break off the ice yourself.
- Keep shrubbery away from the meter for easier access. Clearances should be sufficient to allow for use of a 12-inch pipe wrench.
- DO NOT lean tools against the meter or let children climb around it.
- If the gas meter is inside, remember not to obstruct access.

The Gas Thief Steals from All of Us

People who tamper with meters and make illegal gas connections increase the costs paid by all of our customers. If you know of a situation involving meter tampering or an illegal gas connection, please contact National Fuel immediately. All reports will be kept strictly confidential. Every honest customer will benefit from your assistance and, more importantly, you may save someone from serious harm.

National Fuel's 24-hour Confidential Gas Theft Tip Line

In New York, call **1-800-992-9926**.

In Pennsylvania, call **1-800-835-6672**.

Flexible Payment Options

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.

Direct Payment Plan

The easiest way to pay your bill is with our Direct Payment Plan, which automatically deducts your monthly payment from your checking or savings account on the day it is due. There's no check, no postage, no waiting in line and no chance of your payment being late. And the service is free. Every month, you will receive your billing statement

indicating the amount owed and the day it will be deducted from your account. Your bill will arrive approximately 20 to 23 days before the payment is transferred from your account, so there's plenty of time to call National Fuel with any questions.

To enroll in the Direct Payment Plan, call National Fuel at **1-800-365-3234** or sign up through our online services at **www.nationalfuelgas.com**, "For Home/Online Account Services." Once enrolled in online services, click on "Direct Pay" in the left sidebar to enroll in the Direct Payment Plan.

A great complement to the Direct Payment Plan is our Paperless Billing Program, which allows you to receive your bill via e-mail, instead of by U.S. mail. To receive your bills via e-mail, enroll at **www.nationalfuelgas.com**, "For Home/Online Account Services."



Online Services

You can save time by managing your account online. With our online services, you can sign up to receive bills electronically, use the Internet to pay your bill, submit meter readings, and sign up for the Direct Payment and Budget Plans. You can also add a donation to your bill for the Neighbor For Neighbor Heat Fund, and stay updated on your payment and balance activities. Visit www.nationalfuelgas.com and click on “For Home/Online Account Services” to enroll.

Payment Assistance

From time to time, some customers have difficulty making payments. If that happens, we'll work with you to try to help you maintain continuous service. Call us as soon as you have difficulty paying your bill. Our experienced representatives are available at **1-800-365-3234**.

Don't wait until it's too late; please call us immediately at **1-800-365-3234**. Based on an analysis of your income and expense information, we may be able to negotiate a payment agreement with you to extend payment of the overdue balance on your account. If your financial situation changes due to factors outside your control, we may be able to change your payment plan.

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 bill. Should a bill go unpaid, we will contact this third party—a relative, friend, member of the clergy or caseworker—who can then remind you to pay your bill. The designated third party is not responsible for paying the bill.

Hospitalized Customer Assistance Plan

When you've been hospitalized, your first priority is recovery. If you call National Fuel in advance of a hospital stay, you can extend the due date of your gas bill by as many as 30 days.

