

RELEASE DATE: March 16, 2020

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National Fuel Closing New York Customer Assistance Centers

(March 16, 2020) WILLIAMSVILLE, N.Y. – Beginning tomorrow, Tuesday, March 17, as part of its coronavirus response plan, National Fuel Gas Distribution Corporation (National Fuel or the Utility) will close its Customer Assistance Centers at the following locations: 409 Main St., Buffalo; 2875 Union Rd., Suite 44, Cheektowaga; and 1384 Peck Settlement Rd., Jamestown. Drop boxes for payments will remain available at each location. Customers can visit www.nationalfuelgas.com/utility/paymentoptions.aspx for other payment options. Customer service representatives are available via phone at 1-800-365-3234, Monday through Friday, from 7 a.m. to 6 p.m.

National Fuel recognizes that during these unsettling times there may be instances where customers find themselves facing financial difficulties and encourages customers to contact customer service to discuss the numerous payment assistance programs that are available. Late charges for customers impacted by this pandemic will be waived.

To safely and actively serve our customers and employees, we have taken the following additional steps:

- Requiring employees who are ill to stay home
- Providing necessary personal protection equipment to field crews to protect all parties
- Limiting travel for our entire employee community
- Activating alternative work schedules and environments

As always, if you smell gas, leave fast! If a rotten-egg natural gas odor is present, leave the premises immediately and call National Fuel's emergency line, 1-800-444-3130, from a different location. If you smell gas outdoors, call National Fuel's emergency number and provide the address nearest to the site of the odor. To learn more about natural gas safety, visit www.nationalfuelgas.com/forhome/gassafety.aspx.

National Fuel Gas Distribution Corporation is the Utility segment of National Fuel Gas Company, a diversified energy company that is engaged in a number of natural gas-related activities. The Utility provides natural gas service to more than 740,000 customers in Western New York and northwestern Pennsylvania. For more information, visit www.nationalfuel.com.