

Important Information for Our Pennsylvania Customers

If you currently have a valid **Protection from Abuse Order (PFA)**, you have the following protections regardless of your income:

- National Fuel cannot shut off your gas service between December 1st and April 1st without permission from the Pennsylvania Public Utility Commission.
- Depending on your income, a special payment arrangement may be available.
- Your service may not be shut off on a Friday.
- You may not be held responsible for a bill in someone else's name.
- You will receive additional notice prior to shut off.

What is a Protection from Abuse Order?

A PFA is an order from the court that protects you and your children from your abuser. It is a civil order that you can request on your own behalf against a family or household member who is abusing you. Under the law, abuse is considered:

- Bodily injury or rape. Criminal charges do not need to be filled.
- Reasonable fear of imminent serious bodily injury.
- False imprisonment, including being kept or held for a short period of time or being grabbed by the arms and not allowed to move or leave.
- Child abuse.
- Stalking, including being followed or watched at home or at work, and/or being sent unwanted letters, gifts, email or telephone calls.

Domestic Violence Programs

Your local domestic violence hotline is available 24 hours a day, and all services are free and confidential. For more information, look in the blue pages of your local phone book, or call 1-800-799-SAFE for contact information.

In order to receive these protections from National Fuel, you will be required to provide the Company with a copy of your PFA Order. National Fuel will not share this information with any third party.