



Your National Fuel Account

At National Fuel, we share your concerns about the health and well-being of our communities. With a focus on safety, we have taken these necessary steps on behalf of our customers and our employees:

- All Company facilities are cleaned thoroughly and regularly in accordance to U.S. Centers for Disease Control and Prevention (CDC) protocols;
- Customer Assistance Centers are closing effective March 17;
- All employees who are feeling ill are required to stay home (absence policies are being extended);
- Necessary personal protection equipment is being provided to our crews who work in the field every day to protect all parties;
- We are limiting travel for our entire employee community;
- To safely and actively serve our customers, we are activating alternative work schedules and environments.

Should you find yourself in need of assistance regarding your natural gas service or account, please contact us at 1-800-365-3234. Account access is also available through our online services at www.nationalfuel.com, enabling you to manage your account. If you aren't enrolled, it only takes a few minutes.

We also understand that there may be instances where customers find themselves facing financial difficulties. National Fuel is here to help and we encourage customers to contact us to discuss how we might be of assistance as numerous payment assistance programs are available. Late charges for people impacted by this pandemic will be waived.

If service requires a National Fuel employee to enter your home, additional precautions will be taken to protect all parties based on guidance from the CDC. Once in the home, please maintain a safe distance of at least six feet during our visit. If someone in your home is ill, we ask that everyone stay in a separate room or area of the home during our visit.

Stay safe. For latest in COVID-19 information we recommend the CDC's website at www.cdc.gov.

For translation services, please contact 1-800-365-3234.