

# National Fuel CAP Features

## Please Read and Keep



This information explains our Customer Assistance Program and the benefits to you as a participant.

### What is CAP?

CAP provides a discount on your bill and debt forgiveness on your balance at the time of enrollment. It is a percentage of income program. As participant in CAP your bills will be reduced to 4 or 6 percent of your monthly income, based on your verified income and household size. You will either pay your percentage of income amount or your average bill, whichever is less. The minimum monthly bill amount will be \$12.

### How do I calculate my monthly bill?

Determine your percentage of income bill based on Federal Poverty Income Guidelines (FPIG)

- Households with a monthly income between 0 – 50% FPIG, will pay a bill of 4% of their monthly income.
- Households with a monthly income between 51 – 150% FPIG, will pay a bill of 6% of their monthly income.

### Responsibility for Account

The gas account holder must sign the CAP application. All adult occupants are responsible for the gas utility bills at the residence where they benefited from the service.

### Reward for Payment

At the time of your CAP enrollment, your account balance, if any, will be placed on hold. If you pay your bill each month, a portion of your pre-CAP balance will be eliminated and forgiven. This amount never has to be paid back. If you fall behind and miss debt forgiveness for a time period, but you then catch up your CAP payments, you will receive the debt forgiveness you missed. You will continue to receive debt forgiveness as you pay your CAP bills until the entire pre-CAP balance is forgiven. If you no longer participate in CAP, you remain responsible for any amounts that were not forgiven.

### Late Payments

If you don't pay your bill while on CAP, you will be sent a termination notice. The notice amount must be paid in full or your service will be turned off. No extensions or payment arrangements will be offered. If your gas service is turned off for non-payment, you must do the following to have the gas service turned back on:

- Pay the termination notice amount (total of your missed CAP payments) plus any current bills if overdue.
- Pay a turn-on charge as defined by National Fuel's current tariff.

### Identification, Proof of Income

All adults must provide satisfactory identification information and proof of income. Copies of income documents for the last 30 days or 12 months need to be provided, using whatever is more beneficial for acceptance into the CAP program. Participants of the program are required to provide household income information when requested by National Fuel. You must also notify National Fuel when any changes occur in your household size or income.

### Energy Conservation

Energy saving tips will be provided that will help with usage and energy cost reduction. You may have an energy audit performed on your home. An audit can show you where you might be able to conserve energy and lower your gas bill. Our experts will check your furnace, water heater, insulation, weatherstripping and any other areas in your home where you may be able to reduce energy costs.

### Weatherization

If you qualify for our weatherization program, you must agree to have your home weatherized. The Low Income Usage Reduction Program (LIURP) provides insulation and other energy saving improvements **at no cost to you**. If you are a renter, your landlord must agree to weatherization work for it to be performed. You will not be penalized if your landlord does not agree.

### LIHEAP

You are required to apply for the Low-Income Home Energy Assistance Program (LIHEAP) through your county assistance office or online at [www.compass.state.pa.us](http://www.compass.state.pa.us). LIHEAP is typically open from November through March. If approved and National Fuel is the utility you identified on your application, the grant will be applied to your current account balance.

- **LIHEAP Data Sharing Option:** You can easily be enrolled in CAP if you check the box on your LIHEAP application to allow the Department of Human Services (DHS) to share your household and income information with your utility.

### Customer Choice

CAP eligibility is limited to those who purchase gas from National Fuel. National Fuel is unable to offer a discount on the gas you buy from another supplier.

#### Calculating your Percentage of Income Amount

$$(Monthly\ Income) \times (Discount\ Percent) = Monthly\ Percentage\ of\ Income\ Amount$$

#### Examples:

$$4\% \text{ Discount: } \$1500 \times 0.04 = \$60$$

$$6\% \text{ Discount: } \$1500 \times 0.06 = \$90$$

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