



Smell gas? Leave fast!

Then call 1-800-444-3130. Natural gas is efficient and economical. It's delivered to your home or business through a safe, underground pipeline system, but safety also depends on you.

While natural gas is naturally colorless and odorless, National Fuel adds a rotten egg smell so you will know if there is a leak.

If you smell gas:

DO

- Leave the premises immediately.
- Call National Fuel's emergency line – 1-800-444-3130 – from a different location.

DON'T

- Turn any electrical switch on or off.
- Light any matches.

For gas emergencies, call 1-800-444-3130, 24 hours a day, seven days a week.



Please recycle

Go Paperless

The easiest way to receive your National Fuel invoice and help the environment is to enroll in paperless billing. An email notification is forwarded to your preferred address registered through your online account, and an image of your bill, current balance and due date information along with reminder notices are provided. A confirmation email that the payment has been processed is also provided for your records.

Register for paperless billing by creating a new account or logging into your existing National Fuel online account. Benefits of an online account include enrolling in automatic payments, payment history, signing up for budget billing, and submitting meter reads.

Create an account by scanning the QR code or visiting [NationalFuel.com](https://www.nationalfuel.com).



Less energy = Lower emissions

Fueling Tomorrow Today is helping customers save money, reduce energy consumption and help the environment. Fueling Tomorrow Today is an initiative that focuses on advancing the development of a low carbon future and evolving the role natural gas plays in our lives. Learn more at [FuelingTomorrowToday.com](https://www.fuelingtomorrowtoday.com).

National Fuel is offering incentives and rebates to reduce greenhouse emissions through greater energy efficiency, as well as education and research to help customers make informed energy decisions.

Residential Rebate Application Form

Customers in National Fuel's WNY service area can receive moneysaving rebates by installing new, energy-efficient natural gas appliances. Visit [FuelingTomorrowToday.com](https://www.fuelingtomorrowtoday.com).

If you have questions about your application or Fueling Tomorrow Today, please call 1-877-285-7824 (residential) or 1-844-365-3493 (nonresidential).

Have a billing question?

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

Buffalo-area: 716-686-6123

All other areas: 1-800-365-3234

Or visit [NationalFuel.com](https://www.nationalfuel.com) for more information.

Customers with hearing or speech difficulties are able to communicate with us on electronic display (TTY or teletypewriter) and can have a relay call placed to us by calling 711.

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.



Fueling tomorrow today



Using less. Doing more.

November 2024
New York Customer Newsletter

Here to help you through the heating season. Find ways to get support and manage your payments.

National Fuel is here to help customers who are having difficulty paying their bills. From energy affordability programs to payment plans and more, we're providing ways for eligible homes to maintain their energy needs throughout the coming winter months, including:

Energy Affordability Program (EAP) – Provides monthly bill discounts on gas delivery charges currently ranging from \$3-\$23.36. Households who receive HEAP or another form of financial assistance from certain government or tribal programs may be eligible. Discounts are subject to change.

Home Energy Affordability Program (HEAP) – This federal grant program helps income-eligible customers pay their energy bills up to \$496. Applications open November 1, 2024. Funds are limited and distributed on a first-come, first-served basis.

Emergency HEAP – Part of HEAP, but for qualified households who've recently received a shutoff notice or whose service has been shut off. Applications will open January 2, 2025.

Neighbor for Neighbor – Available on a first-come, first-served basis and provides qualified low-income Western New Yorkers with help paying their heating bills, preventing disconnection of service and more. Qualifying individuals or families may receive up to \$300 per program year.

Budget Plan – Plan ahead with a stabilized monthly bill for up to one year. Lower bills during winter by spreading out heating bill balances over 12 months.

Conservation Incentive Program (CIP) – Provides rebates for installing high-efficiency appliances in your home.

Sealed – In partnership with National Fuel, covers the upfront costs for upgrades that improve home energy efficiency through weatherization, climate control and more.

Community Events — National Fuel representatives regularly attend in-person events. If you'd like the chance to sit down with someone to review your questions, view our Community Outreach Calendar on our website to find an event near you.

For more details about each of these programs, please scan the QR code or visit [WeatherAnyStorm.com](https://www.weatheranystorm.com).



Reliability, meet affordability.

Hybrid home heating with cooling

[FuelingTomorrowToday.com/Hybrid](https://www.fuelingtomorrowtoday.com/hybrid)

Helpful Tips to Lower Energy Usage

Energy Efficiency Tips

Making small and inexpensive adjustments in your home can help to reduce emissions in the atmosphere and put a little more money in your pocket.



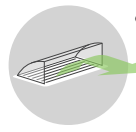
- **Reduce air leaks** — Use caulk or weather-stripping to seal leaks around floors, walls, ceilings, ducts, fireplaces, plumbing, doors, windows, fans, vents and outlets.



- **Lower the thermostat** — Turn back your thermostat by 10°-15° when not at home. Programmable thermostats allow you to automatically turn down the temperature.



- **Change or clean air filters** — Cleaning furnace air filters once a month during the heating season helps it to “breathe” more easily and consume less energy.



- **Control warm airflow** — As heat rises, use registers to direct warm airflow across the floor. Close vents and doors in unused rooms and dampers on unused fireplaces to keep warm air where you want it.



- **Reflect heat** — If radiators are located near cold walls, place a sheet of aluminum foil between the radiator and the wall to reflect heat into the room.



- **Use sunlight** — Open curtains and blinds to let in direct sunlight, but close them at night or on cloudy days.

Prepare your heating system for winter.

It's about that time...

Winter heating season is around the corner. It is important to have your heating system inspected by a qualified contractor every year before the heating season begins. The contractor should check the following:

- Cracks, rust and corrosion on the heat exchangers
- Obstructions, corrosion or pipe separations on the flue and vent pipes
- Proper ventilation of the heating system

- Furnace filters
- Blower operation, clean and lubricate
- Pilots and burners
- Sharp blue flame on gas appliances
- Electrical connections and controls

***Always keep flammable materials outdoors, in approved containers, and away from your furnace, water heater and all other natural gas appliances.**

3 EASY STEPS TO PAY YOUR BILL ONLINE

- 1. VISIT OUR WEBSITE**
Visit NationalFuel.com/make-a-payment
- 2. LOG IN OR ENROLL**
Log into or enroll in our online bill pay portal using the link in the “Pay Your Bill Online” section
- 3. MANAGE YOUR BILL**
Pay your gas bill, set up automatic payments, view billing and payment history, sign up for budget billing and more

Important Gas Safety Reminders

For Inside and Outside the Home, Replacing Appliance Connections, House Lines, Improper Piping, Flooding and Carbon Monoxide

Gas Safety Inside and Outside the Home

Natural gas appliances, equipment and connectors should always be installed and used according to manufacturer's instructions. We recommend periodic checks with the Consumer Product Safety Commission (**1-800-638-CPSC** or www.recalls.gov) or product manufacturers to determine if any of your natural gas equipment has been recalled.

Replacing Appliance Connectors

Natural gas connectors are corrugated metal tubes used to connect gas appliances to gas supply pipes. Some older, uncoated brass connectors can crack or come apart, causing a gas leak that could result in a dangerous situation. If you have an uncoated brass connector, you should have it replaced immediately with a new connector made of plastic-coated brass or stainless steel.

Only a qualified licensed plumber, heating contractor or appliance repairperson should check your connector and replace it if needed. Do not try to do this yourself!

House Lines

National Fuel's service line ends at your foundation wall if the meter is located outside. For inside meters, the service line ends at the first accessible fitting inside the wall. All piping beyond this point, running to the appliances, belongs to the property owner. Owners are responsible for maintaining and repairing their pipes and lines as needed and should conduct regular inspections. We are required by law to periodically perform safety inspections of inside meters and company-owned connections.

Improper Piping

National Fuel does not recommend that you install your own natural gas lines. Only a qualified heating contractor or plumber should install gas lines. If you need work done, ask the contractor to install rigid steel pipe or flexible stainless steel piping.

What to Do in Case of Flooding

If there is flooding in your home, be safe and call National Fuel, especially if you smell natural gas. Our emergency number is **1-800-444-3130**. If any gas appliance burners or controls have been under water, DO NOT try to relight the appliance. Call a qualified contractor to inspect your equipment before you use it again.

Carbon Monoxide Safety

Carbon monoxide (CO) is an odorless, colorless and dangerous gas. It's released when appliances that use natural gas aren't working properly. Prevent carbon monoxide poisoning and learn the symptoms.

Following our CO Safety Checklist can keep your family safe.

- Have your chimney, appliances and heating equipment inspected and tested by a qualified professional every year.
- Install ventless heaters in accordance with manufacturer specifications. Install at least one carbon monoxide detector in your home.
- Clear snow and ice from appliance exhaust and intake air vents.
- Keep vents and flues free of debris.

Follow these CO safety tips:

- Never rely on carbon monoxide detectors as a substitute for maintaining appliances, heating equipment or chimneys.
- Never use a gas oven or stovetop for heating.
- Never use ventless heaters as a primary heating source.
- Never run gasoline engines (such as gas generators) or automobiles in an enclosed space.
- Never use a portable charcoal or propane grill indoors.

Know the symptoms:

- Fatigue
- Coughing
- Headache
- Irregular breathing
- Dizziness
- Overall paleness
- Nausea
- Cherry red lips and ears

Keep CO Safety top of mind.

If you suspect carbon monoxide poisoning, go outside immediately. Then call 911.