



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.

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: 1-716-686-6123

All other areas: 1-800-365-3234

Or visit NationalFuel.com for more information. If you need to meet with us in person our Customer Assistance Centers are open for walk-in customers beginning February 17th. Find more information about the Customer Assistance Centers reopening on the inside of this newsletter.

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**.

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.

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 money-saving rebates by installing new, energy-efficient natural gas appliances. Visit 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).



Please recycle



Fueling tomorrow today



Using less. Doing more.

Winter 2025
New York Customer Newsletter

Struggling to Pay Your Winter Heating Bills?

We're here to help you weather any storm.

At National Fuel, we constantly strive to take care of our neighbors and the communities we serve. From energy affordability programs to payment plans and more, we're providing ways for eligible homes to maintain their energy needs throughout the winter:

Home Energy Affordability Program (HEAP) — This federal grant program helps income-eligible customers. You may be eligible to receive a grant of up to \$496. A family of four earning \$76,681 or less may qualify for assistance this year.

Funding is limited and will be distributed on a first-come, first-served basis.

To download your fast and easy application, or learn about applying online, go to HEAPhelps.com.

View the chart below to see if you qualify:

Household Size	Monthly Gross Income
1	\$3,322
2	\$4,345
3	\$5,367
4	\$6,390
5	\$7,412
6	\$8,434

Emergency HEAP — For qualified households that recently received a shutoff notice. If you received a regular HEAP benefit, you may call or visit your county office to apply for a \$400 emergency HEAP benefit. For this program year, there are **two** emergency HEAP benefits available.

Energy Affordability Program (EAP) — Provides monthly bill discounts on gas delivery charges ranging from \$2.40-\$30.36. Households who receive HEAP or

another form of financial assistance from certain government or tribal programs may be eligible. Discounts are subject to change.

Neighbor for Neighbor — Provides qualified, low-income Western New Yorkers with help paying their heating bills, preventing disconnection of service and more. Qualifying customers may receive up to \$300 per program year. First-come, first-served.

Budget Plan — Plan ahead with a stabilized monthly bill for up to one year. This plan divides your estimated annual bill into either 10 or 12 payments.

Deferred Payment Agreement — If you are unable to make your payment, please call us as soon as possible. You may be asked to provide income information. Based on that, a deferred payment agreement may be made.

AutoPay Payment Plan — Automatically deduct your monthly payment from your checking or savings accounts on the bill due date. Never forget to pay your gas bill again!

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

Sealed — In partnership with National Fuel, covers 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, visit: WeatherAnyStorm.com

Important Gas Safety Reminders

This winter, make sure your home isn't only warm, but is also safe!

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 annually.
- Install ventless heaters in accordance with manufacturer specifications and at least one CO 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 CO 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 CO poisoning 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 **9-1-1**.

To learn more about and download our CO Safety Checklist, visit cosafety.info or scan the QR code with a smartphone.



Pay Attention to Outdoor Gas Meters, Furnaces and Vents

Natural gas furnaces and fireplaces have a vent pipe or flue that sends exhaust and gaseous byproducts outside via a chimney or pipe. Furnace exhaust vents can become clogged by debris, ice or snow, causing the furnace to shut off or operate inefficiently. Blocked vents can also lead to buildup of carbon monoxide inside a residence.

Natural Gas Detectors

Like smoke and CO detectors, natural gas detectors are available and will sound an audible alarm or voice alert when a natural gas leak is detected. When gas is detected, leave the premises immediately and call National Fuel's emergency line, **1-800-444-3130**, or **9-1-1** from a safe distance, approximately 330 feet away (about the length of a football field). Natural gas detectors are available at home improvement stores and online.

Be Mindful of Wintery Conditions

Snow, ice and extreme cold temperatures can pose a variety of issues for heating systems. Ensure outdoor gas meter safety and proper service by:

- Keeping the meter and surrounding area free of snow and ice, including your gutters.
- Clearing paths to the meter.
- Informing those working, plowing or snow blowing of the meter location.
- Not letting children play on the meter.
- Exercising caution when removing icicles on the meter or area above it.
- Calling National Fuel, **1-800-365-3234**, if a meter becomes encased in ice.

Utility Scams

Customers are reminded that

- National Fuel employees **DO NOT** conduct door-to-door sales. Any salesperson wearing a hard hat, another article of clothing, or accessories commonly associated with utility employees is not likely a National Fuel employee.
- National Fuel employees **DO NOT** visit homes to view gas bills, sign agreements or discuss account matters unless related to collections.
- National Fuel employees **DO** visit homes for operational purposes, including meter reading, construction work and gas emergencies. Employees carry identification cards and will produce them without resistance if asked.



Customer Assistance Centers are reopening.

Beginning Monday, February 17, National Fuel's walk-in offices will be open for customers that might prefer in-person assistance. The Centers provide the same services offered through the call center including payment assistance, starting or stopping service, and billing inquiries.

The Customer Assistance Centers will be open Monday through Friday from 8:15 a.m. to 4:30 p.m.

Buffalo
409 Main St.
Buffalo, NY 14203

Cheektowaga
AppleTree Business Park
2875 Union Rd., Suite 44
Cheektowaga, NY 14227

Jamestown
1384 Peck Settlement Rd.
Jamestown, NY 14701

Learn more at NationalFuel.com

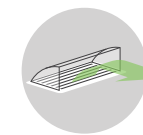
Helpful Tips to Lower Energy Usage

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.



- **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.



- **Lower the thermostat** — Turn back your thermostat by 10°-15°. Programmable thermostats allow you to automatically turn down the temperature.



- **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.



- **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.



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

Go Paperless

The easiest way to receive your National Fuel invoice and help the environment is to enroll in paperless billing. With paperless billing, a notification is forwarded to your preferred e-mail 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 e-mail that your 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 the ability to enroll in automatic payments, view payment history, sign up for budget billing, and submit meter reads.

Go paperless by scanning the QR code or visiting NationalFuel.com.

