



National Fuel®

Introducing National Fuel's NEW **Customer Assistance Program (CAP)**

What is CAP?

- CAP is National Fuel's Customer Assistance Program available to residential customers whose household income is less than or equal to 150% of the Federal Poverty Income Guidelines (FPIG). Customers enrolled in CAP receive affordable monthly bills and the opportunity to receive debt forgiveness on past amounts owed to National Fuel.

Program Benefits

- CAP is a percentage of income payment plan. 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 a percentage of income amount or your average bill, whichever is less, subject to a minimum monthly CAP payment of \$12.
- Monthly debt forgiveness on pre-CAP balances.
- Participants are encouraged to apply for the Low-Income Home Energy Assistance Program (LIHEAP).
- Energy saving tips will be provided to help lower usage which in turn reduces monthly energy costs. In addition, National Fuel's Weatherization Program provides eligible customers insulation and other energy saving improvements **AT NO COST** to you.

To apply, scan the QR code.



**For additional information or
questions, call us at 1-800-365-3234.**

Additional Assistance Programs and Payment Options

- **Low Income Usage Reduction Program (LIURP)** – Home weatherization for customers who meet income and usage requirements. Includes an in-home energy audit, cost saving tips and energy savings enhancements to the home, **at no cost**, to help reduce energy usage, in turn lowering energy bills.
- **Neighbor for Neighbor** – Helps customers meet basic energy needs. Eligibility includes any of the following: disabled, have a certified medical emergency, at least 55 years old, recently unemployed, veteran, verifiable loss of income within the last 30 days or household income between 0% and 200% of the federal poverty guidelines.
- **Customer Assistance Referral and Evaluation Services (CARES)** – Case management approach for customers facing hardships. Includes payment arrangements and program referrals.
- **Low-Income Home Energy Assistance Program (LIHEAP)** – This federally funded program provides heating assistance to income eligible customers. Program is typically open from November to March. Apply at www.compass.state.pa.us.
- **Budget Plan** – Stable monthly payments to know how much each heating bill will be.
- **Payment Arrangements** – If you are unable to make your payment, we can set up extended payment plans for your account.

We're here to help.

Please call us today at **1-800-365-3234** to speak with one of our customer service representatives.

Atencion! Este es en mensaje muy importante. Si usted no lo entiende, favor de llama a **1-800-365-3234**.

For more information on these programs, scan the QR code or visit us online at www.nationalfuel.com.



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