



Smell gas? Leave fast!

Then call **1-800-444-3130**. Natural gas is efficient, economical and environmentally friendly. 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.
- Maintain a safe distance, approximately 330 feet or about the length of a football field, from the premises.
- Call National Fuel's gas emergency line – **1-800-444-3130** – or **9-1-1**.
- Provide National Fuel the exact location, including cross streets, and inform of any known work on your appliances or recent construction or digging nearby.

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.



Erie-area: 1-814-871-8200

All other areas: 1-800-365-3234

Or visit 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**.

Win a Visa Gift Card!



Enroll in paperless billing and/or AutoPay. Chance to win gift card up to \$500 value.

Sweepstakes details coming July 2024.

Keep Your Account Information Current

National Fuel encourages you to always keep your account information up to date. It is especially important that we have your most current phone number and email address on file. We may need to reach you regarding scheduled maintenance and repairs or to provide notice of outages or emergencies in your area.

You can update your phone number, mailing address, email address and view other important account information by signing into or creating an NFG online account.

To update your account information:

- Visit NationalFuel.com.
- Call **1-800-365-3234** to speak with a customer service representative.



Make Sure You Know What's Below & Call Before You Dig!

Did you know that approximately 3 million miles of pipelines efficiently, safely and reliably deliver natural gas every day to around 77 million American homes and businesses? As warm weather brings on more time outdoors and home-improvement projects, it is important to know what's below ground before starting any digging projects, especially in the vicinity of pipeline markers.

Most pipelines are not visible, so pipeline markers serve a critical role in alerting that a pipeline is in the area. Pipeline markers indicate the pipeline's approximate location, product carried and the pipeline operator's contact information, but don't assume a pipeline isn't present when there is no marker.



Before picking up a shovel, make sure to have the underground utilities on your property marked. By calling **811** or visiting pa1call.org, you can request to have professional locators mark underground utilities for free.

In Pennsylvania, the law requires residents and contractors to call **811** at least three but no more than 10 business days in advance of the start of a project to allow local utilities to mark the approximate location of their lines and prevent accidental damage to underground lines.

Safe digging is no accident, it's the law. Call **811** before:

- Planting or removing trees, flower beds or bushes.
- Installing fences, drainage, mailboxes, etc.
- Grading yards and removing dirt.
- Anchoring supports for decks and swing sets.

When you call **811**:

- Local utilities will send a professional to conduct a FREE site survey and mark the underground lines on your property.
- Once your underground lines have been marked, you will know the approximate location of your utility lines.
- Respect the marks and dig with care using hand tools near underground lines.
- Have an emergency plan.

If you damage a natural gas line, contact National Fuel immediately at **1-800-444-3130**. Even minor damage to a pipeline may cause a leak or failure, so please,



Summer Safety

Tips for a fun and safe summer!

Keep Your Dog Safe

We love dogs, but we don't love dog bites. Any dog can bite. It is not a dog's breed that determines whether it will bite, but rather the dog's individual history and behavior. Dogs bite for a variety of reasons, but most commonly as a situational reaction. Whether you're receiving scheduled service or we're on your property for a meter reading, please keep these 5 tips in mind:

1. Make sure your dog is in a separate, enclosed area before answering the door.
2. If service is being done outside your home, keep your dog in the house even if you have invisible fencing.
3. Remember, for their safety, employees are instructed to never pet or interact with dogs while they are on the job.
4. Pay attention to your dog's body language. A tensed body, stiff tail, pulled-back ears and intense stare mean your dog is uncomfortable and may feel the need to bite.
5. If you believe your dog is going to attack, try to place something between the dog and the representative, like a purse or backpack.

Following these tips will help minimize dangerous situations — not only for the safety of our employees but for your dogs, too!



Natural Gas Generators

Having a standby natural gas generator can be very helpful when unexpected power outages occur at your home or business.

Manufacturers of these products do not recommend their use by customers to supply power to critical life support equipment (LSE). It is dangerous and potentially deadly to operate LSE with a home backup generator. Customers with LSE that lose electric service should immediately call **911** in an emergency, or call their electric utility to advise of loss of service and receive further instruction.

If you or someone you know uses LSE at home, be sure to contact your electric utility provider to enroll in their Life Support Equipment program. While enrollment doesn't guarantee uninterrupted electric service, those programs provide information and notifications to help customers using LSE stay informed, prepared and safe during an electrical outage.

Excess Flow Valves

What are they and why you might be interested?

Excess flow valves are an optional device for National Fuel customers. Where conditions permit their use, National Fuel can install an Excess Flow Valve (EFV) on your natural gas service line (the underground line that runs from the main-line to the meter).

EFVs are designed to shut off the flow of natural gas automatically in the rare instance that the service line breaks or is damaged. These

Natural Gas Meter Safety

Damage to meters can cause hazardous natural gas leaks. Follow these important safety tips when working around natural gas meters:

- Maintain 2 feet of clearance when mowing or trimming around meters.
- Use hand tools to landscape within the 2-foot buffer zone.
- Do not hang or lean tools on or against meters.
- Use caution when trimming tree branches and shrubs near meters.
- Do not leave equipment parked in front of meters.
- Keep mulch or garden rocks at least 6 inches below the bottom of gas meters.
- Plant shrubbery away from gas meters to allow access in the event of an emergency.



Customer Meter Reads

By submitting your own reading on months we don't read your meter, you'll receive a bill based on your actual gas usage to prevent estimated bills. Estimated bills are based on available data including historical gas usage at your service address and recent weather.

You can provide your meter read:

- By calling our self-service line **1-888-NFG-READ (1-888-634-7323)**. Have account number and meter read available.
- By visiting nationalfuel.com/utility/submit-meter-reading/, or scanning the QR code below. You will need your account number, zip code and meter read available.

Call us at **1-800-365-3234** to request a copy of your meter reading schedule to help you report your monthly readings accurately and at the appropriate time.

Instructions on how to read your meter can be found at NationalFuel.com/utility/submit-meter-reading/.



Excess Flow Valves Continued

To install, National Fuel would need to excavate the service line at its connection to the gas mainline that runs down your street. Gas service will be turned off, the EFV installed, the excavation backfilled and your appliances relit. In some situations, we may need to replace your entire gas service at no additional cost.

An EFV must be sized to operate properly under your current natural gas usage conditions.

Significant future usage increases, the installation of a natural gas emergency generator or pool heater, may require the replacement of an EFV at an additional cost.

To learn more, search "EFV" on NationalFuel.com and complete the EFV form, or scan the QR code.



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

What is CAP?

CAP is National Fuel's customer assistance program for residential customers with household income less than or equal to 150% of the Federal Poverty Income Guidelines. Customers enrolled in CAP receive affordable monthly bills and the opportunity for debt forgiveness on past amounts owed.

What are the 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 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 existing pre-CAP balances until completely forgiven.
- Receive energy saving tips to help lower usage thus reducing monthly energy costs. National Fuel's weatherization program also provides eligible customers insulation and other energy saving improvements **AT NO COST**.

To learn more and apply, visit www.dollarenergy.org/myapp.



Let's catch up



Behind on your energy bills? We're here to help.

No matter why you fall behind, making progress is easier with a coach in your corner. If you or someone you know is struggling to pay bills, call a Catch-up Coach at **1-800-365-3234** or visit NationalFuel.com/CatchUp. Together, we'll find the support programs and payment options to get back on track, including:

Neighbor for Neighbor Heat Fund – Provides a one-time grant up to \$500 for those struggling with energy bills. Eligibility includes one of the following: disability, certified medical emergency, at least 55 years old, recently unemployed, veteran, experience of verifiable loss of income, or household member between 151–200% poverty level.

Customer Assistance Program (CAP) – Affordable payments based on household size and income plus your existing balance can be forgiven. To apply, visit www.dollarenergy.org/myapp

Low-Income Usage-Reduction Program (LIURP) – Energy saving weatherization to homes for customers who meet income/consumption requirements.

Customer Assistance Referral and Evaluation Service (CARES) – Payment arrangements and assistance referrals for customers facing hardships.

Budget Plan – Stable monthly payments to know how much each heating bill will be.

Payment Arrangements – Extended payment terms for customers who are unable to pay their bill.

Scan the QR code to discover more ways that we can help you catch up.



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