

Direct Payment – The Fastest, Easiest Way to Pay Your Bill



National Fuel[®]

Billing Questions and Customer Service

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

Buffalo area: **716-686-6123**

Erie area: **814-871-8200**

All other areas: **1-800-365-3234**

Customer Assistance Centers

If it is necessary for you to talk with one of our representatives in person, our Customer Assistance Centers are staffed with helpful people who can assist you. Please check the hours and locations listed below to find the office closest to you.

In New York

Open Monday through Friday, 8:15 a.m. to 4:30 p.m.

Buffalo: 455 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

In Pennsylvania

Open Monday through Friday, 8:30 a.m. to 4:30 p.m.

Erie: 1100 State St., Erie, PA 16501

Oil City: 1 Relief St., Oil City, PA 16301

Sharon: 3505 Valley View Rd., Clark, PA 16113

For Gas Emergencies, call 1-800-444-3130
24 hours a day, 7 days a week.

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.



National Fuel[®]

www.nationalfuelgas.com



National Fuel[®]

AppleTree Business Park
2875 Union Road, Suite 44
Cheektowaga, NY 14227-1461



Place
Stamp
Here



Quick and Convenient Bill Paying

With the Direct Payment Plan, you can pay your National Fuel bill automatically, without having to write a check and mail it by a specific due date. There are no sign-up fees or transaction charges. Plus, the plan assures that your payment is on time, helping you avoid any late fees.

Once you sign up for the plan, the amount of your gas bill is automatically deducted from your checking or savings account. Your withdrawal date may vary slightly from month to month because of our meter reading or billing cycles. Each month, your billing statement will arrive 20-23 days **in advance** of the date of withdrawal.

Sign up for the Direct Payment Plan by completing the form on the next page or through our online services at **www.nationalfuelgas.com**, "For Home/Online Account Services." Once enrolled in online services, click on "Direct Pay" in the left sidebar to enroll in the Direct Payment Plan. A great complement to the Direct Payment Plan is our Paperless Billing Program, which allows you to receive your bill via e-mail. Sign-up for paperless billing through our online services.

Direct Payment Plan Enrollment Form

(Retain for your records)

- 1 On _____ (date) I authorized National Fuel to enroll me in the Direct Payment Plan. (Please allow 4-6 weeks for processing.)
- 2 I also authorized a monthly pledge to the Neighbor For Neighbor Heat Fund in the amount of \$ _____ (optional).
- 3 Automatic withdrawal of my monthly gas bill will be deducted from my checking or savings account at _____ (name of bank).
I sent National Fuel a voided check or savings deposit slip. (Only U.S. banks are accepted.)

A message on my gas bill will state the date and the amount to be withdrawn from my bank account, **20-23** days later, and paid to National Fuel. Until I see that message, I will continue to pay my gas bill as I normally would.

An adequate balance must be maintained in my bank account to cover my gas bill. If it is not, I may be charged a fee for insufficient funds by both my bank and National Fuel.

I must notify National Fuel if I change banks or bank accounts by mailing a new authorization form along with a new voided check. I have the right to stop payment in any particular month by calling National Fuel at **least 3 days** prior to the bill payment date.

I can stop my participation in the Direct Payment Plan by writing a letter to National Fuel at AppleTree Business Park, 2875 Union Road, Suite 44, Cheektowaga, NY 14227, or by calling the company at **1-800-365-3234**.

Tear at perforation and return this portion to National Fuel.

Payment Authorization

Return this form and a voided check or savings deposit slip to any National Fuel office or include them with your next National Fuel payment. Your signature below confirms that you have reviewed and accept the plan's terms outlined to the left, and that you wish to join the plan.

Name _____

Address _____

P.O. Box or Apt# _____

City _____ State _____ Zip _____

Daytime Phone () _____

Home Phone () _____

National Fuel Account # _____

3 Name of Bank _____

Checking Savings

Signature _____

1 Date _____

You must include a voided check or a savings deposit slip or a copy of either one.

Neighbor For Neighbor Heat Fund Pledge

If you would like your direct payment to include a monthly pledge to the Neighbor For Neighbor Heat Fund, please indicate the amount:

2 \$5 \$2 \$1 Other: \$ _____