

## Neighbor For Neighbor Heat Fund

The Neighbor For Neighbor Heat Fund helps qualified customers meet basic energy needs. To be eligible, you must be disabled, have a certified medical emergency, or be at least 60 years old. To apply, contact The Salvation Army at **(716) 883-9800**, extension **230**, The Chautauqua County Office For the Aging at **(716) 753-4471** or Catholic Charities at **(716) 856-4494** (if you are under the age of 60) or **(716) 896-6388** (if you are over the age of 60) to find the office closest to you.



## You May Be Eligible for an Earned Income Credit

The **Earned Income Credit (EIC)** is a tax benefit for working people with low or moderate incomes. The guidelines and maximum credit amounts for tax year 2009 are listed below:

- Families with **one** child who earned less than **\$35,463** (or less than **\$40,463** for married workers) are eligible for a credit of up to **\$3,043**.
- Families with **two** children who earned less than **\$40,295** (or less than **\$45,295** for married workers) are eligible for a credit of up to **\$5,028**.
- Families with **three or more** children who earned less than **\$43,279** (or less than **\$48,279** for married workers) are eligible for a credit of up to **\$5,657**.
- Workers **without children** who earned less than **\$13,440** (or less than **\$18,440** for married workers) are eligible for a credit of up to **\$457**.

### You could get a CTC refund too!

Many families that earned more than \$3,000 may qualify for the Child Tax Credit (CTC) refund—up to \$1,000 for each qualifying child under age 17.

### File a Federal Tax Return to get the EIC and CTC: Get Free Help!

- VITA—Volunteer Income Tax Assistance—helps people fill out returns for free.
- For a site near you, call **1-800-906-9887**.

### Make sure you get the new Making Work Pay Credit

Many workers received the new Making Work Pay Credit in 2009 in their paychecks. But if you were self-employed, or didn't earn enough to have income tax withheld, you can claim this credit on your tax return.

Call the IRS toll-free at **1-800-829-1040** for more information.

## Important Phone Numbers

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

For services or billing inquiries:

Buffalo area: **716-686-6123** All other areas: **1-800-365-3234**  
(7 a.m.–6 p.m. Monday–Friday)

For more information, including translation services, call **1-800-365-3234**.

Esto folleto tambien es disponible en español. Para más información, llame al **1-800-365-3234**.



**National Fuel**  
[www.nationalfuelgas.com](http://www.nationalfuelgas.com)



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NY Winter Newsletter 1-10

# Fuel for Thought

Winter 2010 New York Customer Newsletter



## Help is available.

Learn how you can save with rebates, discounts and the Home Energy Assistance Program (HEAP).



**National Fuel**

### Things to think about:

- New Rebates Available
- CIP Savings Card
- Payment Assistance Options Available
- Earned Income Credit

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## Residential Customers

### New Rebates Available with CIP Year 3

(For eligible equipment installed on or after December 1, 2009)

Is it time to replace your furnace, boiler, hot water heater, or thermostat? Choose a qualifying high-efficiency model, and you'll get a rebate from National Fuel's Conservation Incentive Program (CIP). Plus, you'll lower your heating bills for years to come. When you combine the rebates with the projected annual fuel savings from using more efficient equipment, you'd be amazed at how much you'll save.

For more information about this program, visit **NationalFuelForThought.com**, where you can download a rebate application and learn more about how to use less energy.

### Receive these rebates when you replace existing equipment on or after December 1, 2009, with the following qualifying fuel-efficient models:

Appliance	Minimum Required Efficiency	Your Rebate
<b>Space Heating</b>		
Hot Air Furnace	90% AFUE*	\$300
Hot Air Furnace w/ ECM**	90% AFUE	\$400
Hot Water Boiler	85% AFUE	\$400
Steam Boiler	81% AFUE	\$200
Programmable Thermostat (in conjunction with a furnace or boiler upgrade)	Energy Star®-rated	\$25
<b>Water Heating</b>		
Indirect Water Heater	N/A	\$300

\* Annual Fuel Utilization Efficiency \*\* Electronically Commutated Motor

### For Residential Customers:

The rebate offers listed are available for qualifying equipment purchased and installed on or after December 1, 2009. All appliances must be installed by a contractor. In order to get a rebate on an Energy Star®-rated programmable thermostat, a contractor must install the thermostat at the time of a furnace or boiler replacement. Contractors must be able to supply one of the following in order for the rebate application to be considered complete: Federal ID number, a Certificate of Insurance or a Business Certificate showing their company's name and address. Rebates are available for equipment upgrades only, regardless of income or annual energy usage. New-builds are not eligible for rebates.

The residential rebates for years one and two of the CIP are still available for qualifying equipment installed between November 1, 2007, and November 30, 2009. To learn more about what equipment qualifies for years one and two of the CIP, visit **NationalFuelForThought.com**.



## Get discounts from local retailers when you use your Savings Card.

With your **Conservation Incentive Program Savings Card** you can get discounts on all sorts of energy-efficient products and services from select retailers. Simply present the card to our participating Energy Partners to receive discounts on energy-related items. Plus, you'll save even more as you use less energy all year long.

### Discounts are being offered on items such as:

- Service and repair on your natural gas appliances
- Furnace filters
- Home weatherization products
- New, high-efficiency furnaces, water heaters and other natural gas appliances
- And much more!

Get your free Savings Card and a list of participating retailers and their offers at [NationalFuelForThought.com](http://NationalFuelForThought.com) or call **1-800-365-3234**.

### Small, Non-Residential Customers

#### Two rebate options for Non-Residential Customers

**Fixed & customized rebates for non-residential customers.** Small, non-residential customers whose facilities use less than 12,000 Mcf (thousand cubic feet) of natural gas per year are eligible to receive either fixed or customized rebates for upgrading to more energy-efficient natural gas equipment. Choose from one of the following rebate options:

- **Fixed (Pre-Qualified) Rebate**—Fixed rebates available on pre-qualified equipment. It's fast and easy!
- **Customized (Performance-Based) Rebate**—Rebates are determined on a case-by-case basis, based on the results of an energy-use analysis. Customized rebates can be as much as 50%

of the added cost to upgrade to high-efficiency equipment, up to \$25,000. Call **1-866-697-3732** or visit [NYSERDA.org](http://NYSERDA.org) to get started.

For details about non-residential rebates (including downloadable application forms), visit [NationalFuelForThought.com](http://NationalFuelForThought.com).

Some requirements apply. Whichever option you choose, you'll also get ongoing savings by reducing the amount of fuel used to run your business.

**Looking to do more? Try our Online Energy Analysis!** Find out how much energy the appliances in your home or business are really using—and discover ways to save energy and money—with our customized online energy audit. Visit [NationalFuelForThought.com](http://NationalFuelForThought.com) and click on "Online Energy Analysis" to learn more.

## Payment Assistance

### Don't wait. HEAP can help.

Even if you didn't qualify for help with your heating bill before, you might qualify now. That's because there are new, higher-income guidelines for the **Home Energy Assistance Program (HEAP)** that make it even easier for more people to get help. A family of four that earns \$46,837 now qualifies for an initial grant of up to \$500 toward their heating bill.\*

And, it's easier than ever to apply! So if you need help with your heating bill, or if you know someone who does, don't miss out on this opportunity. Visit [HEAPhelps.com](http://HEAPhelps.com) or call **1-877-443-2743** for more information.

Household Size	Max. Monthly Income
1	\$2,030
2	\$2,654
3	\$3,279
4	\$3,903
5	\$4,528
6	\$5,152

HEAP eligibility is determined using the last four weeks of your household income. For income limits for larger households, please visit our Web site or call us.

\*Grant amounts vary. Additional assistance may be available for those with a heating emergency.

#### *When you're hospitalized.*

If you're anticipating a hospital stay of ten or more days, call us to request an extended due date on your gas bill. Upon your request, we may extend the date by 30 days.

#### *If you're out of work.*

If you are unemployed or expecting a layoff, National Fuel representatives can offer advice on programs and assistance available to you.

#### *Deferred Payment Agreement.*

If you anticipate a problem with making your payment, please call us at **1-800-365-3234** or visit a Customer Assistance Center. Based on an analysis of your income and expense information, we may be able to negotiate a deferred payment agreement with you to extend payment of the overdue balance on your account.

## Special Protections

National Fuel offers special protections for customers who are 62 years of age or older, 18 years of age or younger, or disabled to ensure their heat stays on in the winter. If you or anyone you know—parents, friends, neighbors—fits this description, please contact us right away so we can update our records. With this information, we'll work to ensure continuous gas service throughout the winter season, and help these customers should they need assistance or qualify for other special programs.

## Special Services for Seniors:

**The Extra Security Plan.** For eligible customers who are retired or permanently disabled, this plan offers an extra measure of security for uninterrupted natural gas service. It includes coordinating bill due dates to coincide with the arrival of income checks to allow for timely payment.

**Third-Party Notification.** For peace of mind, you can designate a third party to be notified in case you forget to pay your gas bills. The designated third party is not responsible for paying your bill.

**Special Programs for Special Needs.** Customers with hearing or speech difficulties can communicate with us through the New York Relay Service by dialing **7-1-1**. For gas emergencies, please provide the relay operator with the gas emergency phone number: **1-800-444-3130**. For the visually impaired, we can send bills and bill inserts in large type or Braille, and some of our brochures can be requested in Braille and on audiotape. National Fuel will supply large-numbered or Braille thermostats at no cost when the need is verified.

To improve communications with our non-English speaking customers, National Fuel subscribes to the Tele-Interpreters Translation Service. Customers can request this service at any time, either in person or by telephone.