

What makes up the average bill for National Fuel's customers?



Your monthly bill includes two main components, the cost of the gas that you use and the cost of having that gas delivered safely and reliably. Gas costs are set in the energy marketplace and are passed on to you dollar-for-dollar. The Utility cannot, by law, earn a profit on that portion of your bill. Delivery service charges reflect the Utility's costs of doing business and have not increased since 2007.

Natural Gas Piping

Corrugated Stainless Steel Tubing (CSST)

CSST is a flexible piping used to supply natural gas in homes and businesses, often coated with a yellow or black exterior plastic. If you had work performed on the natural gas piping system in your home or business since 1990, it is possible that CSST was installed. If lightning strikes a structure with CSST, a natural gas leak and in some cases, fire may occur.

If you find CSST after inspecting your home or business, you should contact a licensed electrician. A bonding device can be installed on your natural gas system to reduce the chances of a natural gas leak or fire in the event of a lightning strike. If you are unsure as to whether CSST was installed, contact the company that performed the work to arrange for a professional inspection.

Gas Connectors

Gas connectors are used to join appliances to the natural gas supply line. Gas connectors need to be inspected regularly, and replaced as needed.

Only a qualified professional should check your gas connector and replace it if needed. Don't try to do this yourself. After disconnecting gas appliances, gas connectors should always be removed and the fuel line should be plugged and capped. Gas pipes should be properly maintained and used only for their intended purpose.

Gas Appliance Safety

Gas appliances, equipment and connectors should always be installed and used in accordance with the manufacturer's instructions. Gas appliances are subject to manufacturer recalls. Improper or continued use of equipment that has been recalled could lead to severe injury or even death. Periodically check with the Consumer Product Safety Commission (**1-800-638-CPSC** or **www.cpsc.gov**) or the product manufacturer to see if your equipment has been recalled. Please be sure to keep flammable materials outdoors, and in approved containers, away from children and away from your furnace, water heater and other gas appliances.

Important Phone Numbers

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

For services or billing inquiries:

Erie area: **814-871-8200** All other areas: **1-800-365-3234** (7 a.m.–6 p.m. Monday-Friday)



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www.nationalfuelgas.com



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

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

Fuel for Thought

Fall 2009 Customer Newsletter

Now's the time to start thinking about winter's heating bills.

At National Fuel, we want to keep you informed and help you prepare for winter. Your safety and helping you manage and control your energy use are important to us.

Did you know that you should always adjust the flame on your gas range to fit the size of the pan you're using? Or that caulking around windows, doors and other openings helps avoid heat loss? There are a variety of small changes that you can make around your home that work together to make a big difference in the amount of energy that you use.

For more tips like these and ways to conserve energy in your home, visit our Web site at **www.nationalfuelgas.com** and click on, "Fuel for Thought/Pennsylvania." You'll be amazed at how little changes can make a big difference.

Budget Billing and Direct Payment Plans — the easiest ways to manage your bill

When you sign up for the **Budget Plan**, we take the average of your high winter bills and your low summer bills to determine a predictable, monthly payment for you. Each month, you'll pay this average bill amount, making it much easier for you to budget and manage your energy costs. We'll also review your plan every quarter and adjust it if needed, to ensure that you are being billed accurately, given current weather, gas costs and usage.

You can also save time with the **Direct Payment Plan**, which automatically deducts your monthly payment from your checking

or savings account on the day the bill is due. You'll still receive your monthly billing statement 20-23 days before the payment is transferred from your account. But now you won't have to worry about check writing, check charges, postage costs or waiting in line to pay your bill. And, by enrolling in our **Paperless Billing Program**, you can make managing your monthly bills even easier.

You can sign up for the Budget Plan, the Direct Payment Plan and the Paperless Billing Program at **www.nationalfuelgas.com** or by calling **1-800-365-3234**.



National Fuel

Things to think about:

- Save Energy and Money
- Carbon Monoxide and Fall Safety
- Natural Gas Appliances
- Payment Assistance Programs
- What Makes Up the Average Customer's Bill?
- Safety Message: Natural Gas Piping

www.nationalfuelgas.com



Protecting your family from Carbon Monoxide

Carbon monoxide is a colorless, odorless gas produced when fuel (heating oil, propane, kerosene, charcoal, gasoline, wood, or natural gas) is burned without enough air for complete combustion. If inhaled in large quantities for a prolonged period of time, carbon monoxide can cause unconsciousness, brain damage, and even death. Before winter arrives and the weather gets colder, it is important to have your heating system looked at by a qualified professional contractor.

Learning to recognize the symptoms of carbon monoxide poisoning is the first step toward protecting your family. These symptoms include:

- Fatigue
- Dizziness
- Coughing
- Overall paleness
- Headache
- Nausea
- Irregular breathing
- Cherry-red lips and ears

If you or family members experience **these symptoms**, immediately open windows and doors to ventilate your home. Then move outside into fresh air and call **9-1-1** or your local fire department. There are a number of steps you can take to minimize the potential danger of carbon monoxide:

- Have your chimney, appliances, and heating equipment inspected and tested by a qualified professional every year.
- Ventless heaters should be installed to manufacturer's specifications and should never be used as a primary heat source.
- Install a carbon monoxide detector in your home and check often that it is operating properly. Do not rely on carbon monoxide detectors as a substitute for maintaining appliances, heating equipment or chimneys. If you do choose to install a carbon monoxide detector, use it as an additional preventive measure.*
- Clear snow and ice from exhaust and combustion air vents for gas appliances to prevent carbon monoxide from accumulating in your home.
- Never use a gas oven or stovetop for heating your home.
- Never run a gasoline engine (such as a gasoline generator) or an automobile in an enclosed space.
- Never use a portable charcoal or propane grill indoors.

* You should make sure that any carbon monoxide detector you consider for purchase is listed by Underwriters Laboratories (UL) to the current UL 2034 standard, "Carbon Monoxide Detectors." National Fuel does not endorse or recommend any specific brand of carbon monoxide detector.

Important information on gas safety & carbon monoxide

Natural gas is colorless and odorless. We add an odorant that produces a distinctive "gas smell" so that leaks are easier to detect. If you detect a faint gas smell, check to see if you have a pilot light out or a burner that is not completely turned off. If you smell a strong gas odor, or are unable to detect the cause of the odor:

DO

- Open doors and windows to ventilate.
- Leave the premises.
- Call National Fuel's emergency line at **1-800-444-3130** from a different location.

DON'T

- Switch lights on or off.
- Light any matches.
- Use any appliances.

Snow and Ice Issues

Keep the area around and above your gas meter free of snow and ice, and clear a path to the meter for easy access. Remember to use caution when shoveling, plowing or snowblowing around the meter and to use a broom to remove snow from the meter itself. Use caution when removing icicles from your meter and the gutters and roof above it. Chimneys and exhaust and combustion air vents for gas appliances must be kept free of snow and ice to enable proper venting and prevent carbon monoxide poisoning.

Call National Fuel immediately if the meter becomes encased in ice; please **DO NOT** try to melt or break the ice yourself.



Other ways to stay warm this fall and winter with natural gas

Natural gas appliances can help make living more comfortable, especially in the fall and winter months when weather is colder. Today, there are more choices than ever for fuel-efficient natural gas appliances in your home, including:

- Backup generators
- Space heaters (for your garage or sunroom)
- Fireplace inserts

Visit www.nationalfuelgas.com and click on "For Home/Natural Gas Equipment" for a list of natural gas appliances and dealership information.



Low-Income Programs

Special programs are also available for customers with extreme financial hardship. Individuals with incomes of less than 150% of the Federal Poverty Level may be eligible for Low Income Residential Assistance (LIRA), a discounted rate based on income and household size, or for weatherization assistance through the Low Income Usage Reduction Program (LIURP). If you are eligible for the federally funded Low Income Home Energy Assistance Program (LIHEAP), you may also be eligible for these programs.

To be eligible for LIURP, low-income customers must have high usage, along with other factors that would make weatherization measures cost-effective.

Customer Assistance Referral Evaluation Services (CARES)

Our CARES program provides many services. Customers facing temporary and extreme hardships may qualify for services such as special payment arrangements based on ability to pay, referral to services available to help with their special needs, and counseling where appropriate.

Don't take chances.

If you smell gas, inside or outside your home, call us immediately.

1-800-444-3130

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24 hours a day, 7 days a week