

Special Programs for Special Needs

Customers with hearing or speech difficulties can communicate with us through the Pennsylvania Relay Service by calling **7-1-1**. For gas emergencies, please provide the relay operator with our 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 audio tape. 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 a Tele-Interpreters Translation service. Customers can request this service at any time, either in person or by telephone. Many of our brochures are also available in Spanish.*

* Algunas de nuestros folletos están también disponible en español.

Billing Questions and Customer Service

If you are interested in any of these special services or programs, please call us for more information.

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

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 locations listed below to find the office closest to you.

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

A Comprehensive Guide to Obtaining Payment Assistance



National Fuel[®]

Payment Assistance

If you need assistance to manage your energy bills, helpful service from National Fuel is only a phone call away.

Low Income Programs

Special programs are available for customers with extreme financial hardship. Individuals with incomes 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. LIRA applicants must be payment-troubled (for example, having defaulted on payment arrangements).

To be eligible for LIURP, low income customers must have high usage, along with other factors that 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. The CARES program personnel are committed to assisting our customers in any way possible.

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 55 years old, and have difficulty in paying your bills. Applications are processed and funds are distributed by local service agencies throughout our service area. To learn more, visit www.nationalfuelgas.com and click on "For Home/About Your Bill/Payment Assistance Programs."



When You're Hospitalized

The last thing you need to worry about when you're in the hospital is the due date of your bill. If you're anticipating a hospital stay of 10 or more days, call us to request an extended due date on your gas bill. Upon your request, we'll extend the due date by as many as 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.

Assistance Referrals

If National Fuel is unable to resolve your payment problems, we will help you find community services that may assist you.

Special Services for Seniors

National Fuel offers many services that are designed to help our senior customers. Here are some of the services we offer:

Outreach and Education Consultants

Our Outreach and Education consultants act as a link between National Fuel and our customers, keeping customers informed of the services and programs available both from us and from community agencies. Our consultants will provide you with the names of social service agencies for energy and weatherization assistance and can help determine your eligibility for various public programs. Special National Fuel programs are also available for customers experiencing extreme financial hardship.

The Extra Security Plan

For eligible senior customers and those who are retired or permanently disabled, this plan coordinates bill due dates to coincide with the arrival of income checks.

Third-Party Notification

For peace of mind, you can designate a third party to be notified in case you misplace or forget to pay your National Fuel bill. You could choose a relative, friend, clergyman or government agency. The designated third party is not responsible for paying your bill.