If you need help paying your heating bills, the Low Income Home Energy Assistance Program (LIHEAP), a federally funded program, may be a solution. LIHEAP funding is limited and is awarded on a first-come, first-served basis, so make sure you apply today.

You may be eligible for at least $200 toward your heating bill. If you are without service or have received a shutoff notice, you may also be eligible for a crisis grant of up to $600.

*LIHEAP is contingent upon funding from the federal government.

Fuel For Thought
Fall 2018
Pennsylvania Customer Newsletter

Having Trouble Paying Energy Bills? LIHEAP Can Help!

Eligible customers can receive help with their heating bills. The 2018-19 LIHEAP season is scheduled to open Nov. 1.

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To apply, visit: www.LIHEAPhelps.com or call 1-877-443-2743

Higher monthly and annual income limits are available for larger households. Maximum gross income levels are subject to change.

A Notice to Customers with Buried Gas Piping Beyond the Meter

National Fuel regularly inspects and maintains the gas lines used to provide safe gas service to our customers, including service lines up to the gas meter. However, some customers’ meters are located a distance from their buildings, and National Fuel does not maintain the customers’ portion of the service line between the meter and the building.

As the owner, it is your responsibility to maintain the service line beyond the meter. If it is not maintained, it may be subject to the potential hazards of corrosion and leakage.

Buried piping should be:
- Periodically inspected for leaks
- Periodically inspected for corrosion if the piping is metallic
- Repaired if any unsafe condition is discovered

When excavating near buried gas piping, the piping should be located in advance, and the excavation done by hand. You can have other underground facilities properly located before you dig by calling Pennsylvania One Call at 811. Your local plumber or heating contractor can help you in locating, inspecting and repairing your buried gas piping.
Payment Assistance
There are a variety of programs providing assistance this winter

**Neighbor For Neighbor**
The Neighbor For Neighbor Heat Fund, a first-come, first-served home-heating assistance grant program, is available to provide help for energy-related expenses.

Applicants for this home heating assistance program must fall into at least one of the following classifications: be at least 55 years of age, be a resident who is over 150 percent poverty level but does not exceed 200 percent poverty level, have a certified medical emergency, be disabled, be a veteran with a verified financial need or be receiving unemployment benefits.

Applicants must also reside within National Fuel's service territory; however, they are not required to be a National Fuel customer.

For more information, please contact the agency in your county.

**LIRA & LIURP**
Individuals with an income less than 150 percent of the Federal Poverty Level may be eligible for Low Income Residential Assistance (LIRA), a discounted rate based on the income and household size. LIRA applicants must be payment troubled, such as having defaulted on payment arrangements.

The LIURP (Low Income Usage Reduction Program) weatherization program installs measures to reduce energy consumption. To be eligible, customers must have high usage, in addition to other eligibility factors. Individuals that may not be eligible for LIRA or LIHEAP may still be eligible for LIURP weatherization since the guideline is at 200 percent of the Federal Poverty Level.

**CARES**
Customers facing temporary extreme hardships may qualify for services such as special payment arrangements and referrals through National Fuel's CARES program.

For information on these and other programs for special needs such as customers with hearing or speech difficulties, visual impairments or for non-English translation services, call us at 1-800-365-3234 or visit us at www.nationalfuelgas.com.

To find out more about National Fuel assistance programs, call 1-800-365-3234 between 7 a.m. and 6 p.m., Monday through Friday, or visit www.nationalfuelgas.com and look for “Payment Assistance.”

**Go GREEN with Paperless Billing**
Receiving your bills by mail wastes precious time, money, paper and postage. Once enrolled in National Fuel’s Online Services, you can easily
- Stop getting paper bills
- Stop writing checks and save on stamps
- Receive 24-hour access to your account
- Stabilize your monthly bill

Sign up online at NationalFuelGas.com

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**Safety Is Our Top Priority. Make It Yours Too!**

**Heating Safety & Efficiency**
Have your heating system inspected by a qualified contractor every year before the heating season begins. The contractor should check for the following:
- Cracks, rust and corrosion on the heat exchangers
- Obstructions, corrosion or pipe separations on the flue and vent pipes
- Proper ventilation of the heating system
- Clean or replace furnace filters
- Blower operation, clean and lubricated
- Pilots and burners
- Sharp blue flame on gas appliances

*Always keep flammable materials outdoors, in approved containers and away from your furnace, water heater and all other natural gas appliances.*

**Gas Safety and Outside the Home**
Natural gas appliances, equipment and connectors should always be installed and used according to manufacturer’s instructions. We recommend periodic checks with the Consumer Product Safety Commission (1-800-638-CPSC or www.recalls.gov) or product manufacturers to determine if any of your natural gas equipment has been recalled.

**Replacing Appliance Connectors**
Natural gas connectors are corrugated metal tubes used to connect gas appliances to gas supply pipes. Some older, uncoated brass connectors can crack or come apart, causing a gas leak that could result in a dangerous situation. If you have an uncoated brass connector, you should have it replaced immediately with a new connector made of plastic-coated brass or stainless steel.

Only a qualified licensed plumber, heating contractor or appliance repairperson should check your connector and replace it if needed. Do not try to do this yourself!

**House Lines**
National Fuel maintains the gas service line to the outlet of the meter. All piping beyond this point, running to the appliances, belongs to the property owner. Owners are responsible for maintaining and repairing their pipes and lines as needed and should conduct regular inspections.

**Improper Piping**
National Fuel does not recommend that you install your own natural gas lines. Only a qualified heating contractor or plumber should install gas lines. If you need work done, ask the contractor to install rigid steel pipe or flexible stainless steel piping.

**What to Do in Case of Flooding**
If there is flooding in your home, be safe and call National Fuel, especially if you smell natural gas. Our emergency number is 1-800-444-3130. If any gas appliance burners or controls have been under water, DO NOT try to relight the appliance. Call a qualified contractor to inspect your equipment before you use it again.

**Carbon Monoxide Poisoning Awareness**
Learning to identify the symptoms of carbon monoxide poisoning could be a lifesaver. Symptoms include:
- Fatigue
- Dizziness
- Coughing
- Paleness
- Headache
- Nausea
- Irregular breathing
- Cherry-red lips/ears

If you, or anyone in your house, experience these symptoms, immediately open your windows and doors to ventilate your home. Then move outside and call 911 or your fire department.

For more gas safety information, visit: www.nationalfuelgas.com/forhome/gassafety.aspx