Smell gas? Leave fast!

Then call 1-800-444-3130. Natural gas is clean burning, efficient, economical and environmentally friendly. It’s delivered to your home or business in a safe transportation network, but safety also depends on you. While natural gas is naturally colorless and odorless, National Fuel adds a rotten egg smell so you will know if there is a leak.

If you smell of gas:

DO

• Leave the premises immediately.
• Call National Fuel’s emergency line - 1-800-444-3130 - from a different location.

DON’T

• Switch lights on or off.
• Light any matches.

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

Important contact information

Billing questions and customer service
If you have a billing question, problem or request, please call us Monday through Friday, 7 a.m. to 6 p.m.
Buffalo area: 716-686-6123
All other areas: 1-800-365-3234
Or visit NationalFuelGas.com for more information.

Customers with hearing or speech difficulties are able to communicate with us on electronic display (TTY or teletypewriter) and can have a relay call placed to us by calling 711.

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, 8:15 a.m. to 4:30 p.m.
Buffalo: 409 Main St. Buffalo, 14203
Cheektowaga: Appletree Business Park 2875 Union Rd., Suite 44 Cheektowaga, 14227
Jamestown: 1384 Peck Settlement Rd. Jamestown, 14701

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.

Excess Flow Valves
An optional device for National Fuel Homeowners

Where conditions permit their use, National Fuel can install an Excess Flow Valve (EFV) on your natural gas service line (the underground line that runs from the main line to the meter).

EFVs are designed to shut off the flow of natural gas automatically in the rare instance that the service line breaks or is damaged. These infrequent incidents are caused, primarily, by excavation damage.

A customer may request that National Fuel install an EFV on an existing gas service line on a mutually agreeable date, at a cost ranging from approximately $1,200 to $2,000 depending on the service size and the scope of the required installation work.

To install, National Fuel would need to excavate the service line at its connection to the gas mainline that runs down your street. Gas service will be turned off, the EFV installed, the excavation backfilled and your appliances will be relit. In some situations, we may need to replace your entire gas service at no additional cost.

An EFV must be sized to operate properly under your current natural gas usage conditions. Significant future usage increases, the installation of a natural gas emergency generator or pool heater, may require the replacement of an EFV at an additional cost.

To learn more about having an EFV installed on your gas service line, please complete the form on our website at NationalFuelGas.com/utility/efv.aspx or call 1-800-365-3234.

Be Safe - Call Before You Dig, Drill or Blast!

Don’t forget to call 811 or visit www.call811.com before starting an excavation project this year. New York state law requires residents to call 811 – a free service – prior to digging in order to prevent accidental damage to underground utility lines.

Homeowners and contractors should call 811 at least two and no more than 10 business days in advance of the start of their projects to allow local utilities to mark the approximate locations of their lines.

It’s a fast, easy way to protect yourself and those around you. All excavation projects – even small or shallow digging projects like planting trees and shrubs, or installing a fence or mailbox require a call.

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.

The Common Ground Alliance, a national association representing the utility industry, states:

• Every six minutes an underground utility line is damaged because someone decided to dig without first calling 811.
• When you make the call to 811, damage occurs less than 1 percent of the time.
• Striking a single line can result in injury, repair costs, fines and inconvenient outages.
• Nationally, 40 percent of homeowners do not make a request via 811 for their household projects as they do not think it applies to them.

When you call 811:

• We’ll send a professional to conduct a FREE site survey and mark the underground lines on your property.
• Once your underground lines have been marked, you will know the approximate location of your utility lines.
• Respect the marks and dig with care using hand tools near underground lines.
• Have an emergency plan.
Natural Gas
Lightens Your Load
Shorter drying time
Gentle on fabrics
Fewer wrinkles

Did you know a natural gas dryer can save you money? Nearly $100 a year when compared to an electric dryer.

A gas dryer costs just pennies an hour to operate in a typical home that already uses natural gas for space and water heating. The savings can really add up.

<table>
<thead>
<tr>
<th>Estimated Average Annual Cost to Operate Clothes Dryers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Electric</td>
</tr>
<tr>
<td>Natural Gas</td>
</tr>
<tr>
<td>Savings</td>
</tr>
</tbody>
</table>

You heat your home with natural gas to save money. Why not apply those same savings to other appliances in your home?

Clothes drying uses approximately 36 ccf of gas per year. At the current rate, in a typical home, the annual cost for natural gas would be $22 compared to electric, which can cost as much as $121 per year. You see the savings really stack up – even if your laundry doesn't!

Rebates are available for ENERGY STAR® rated natural gas clothes dryers through our Conservation Incentive Program.

For more information, contact National Fuel's Energy Services Department at esny@natfuel.com or 1-800-343-4568.

Making bill paying easier
Help yourself and help the environment

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.

Direct Pay: The Fastest & Easiest Way to Pay

With the Direct Payment Plan, your monthly gas payment will be deducted automatically from your checking or savings account right before the late payment date. That means no more check writing, check charges, postage costs, etc. And it's FREE!

Sign up online at NationalFuelGas.com or call 1-800-365-3234.

Budget Plan

The Budget Plan helps you manage your energy costs by establishing a level monthly payment amount. First, we estimate your expected monthly usage and charges based on your past and current gas usage and the cost of gas. Then we factor in the weather conditions.

Once you've enrolled, your energy costs will be spread over the number of months you select, making budgeting and managing energy costs much easier.

Because your bill is based upon factors that can change, your Budget Plan amount will be reviewed quarterly, to make sure that you're being billed accurately, given changing energy prices and weather conditions. To sign up for the Budget Plan, visit

NationalFuelGas.com or call 1-800-365-3234.

National Fuel and employees focused on giving back

National Fuel Gas Company Foundation

At National Fuel, we pride ourselves on being the hometown energy team; providing safe, reliable and affordable energy as well as contributing to the economic health of the communities where we live and work. Stewardship is at the forefront of our operations; we strive to support innovative programs and initiatives that advance strong, vibrant and stable communities.

Since 2004, the National Fuel Gas Company Foundation, a 501(c)(3) private foundation funded entirely by shareholders, has been awarding grants to charitable organizations throughout our territory.

Employee Charitable Giving Program

National Fuel employees in New York, Pennsylvania, Texas and California participate in the Employee Charitable Giving Program. Through this program, the National Fuel Gas Company Foundation matches employee contributions dollar for dollar up to an annual maximum. Since 2005, National Fuel and its employees have given more than $15 million to more than 800 charitable organizations throughout the U.S.

Volunteering In the Community

National Fuel employees get involved with hands-on efforts in their communities. Many participate in charity events to benefit their favorite nonprofits while others give back by serving meals, reading to children and helping with community cleanup efforts.

Community Corner

Neighborhood For Neighbor Heat Fund

For seniors, disabled, unemployed

The Neighbor For Neighbor Heat Fund helps qualified customers meet basic energy needs. To be eligible, you must have ONE of the following qualifications:

- Be at least 55 years old.
- Be disabled.
- Have a certified medical emergency.
- Are currently receiving unemployment benefits.

Contact the Salvation Army at 716-664-4494. In Chautauqua County, contact the Salvation Army at 716-664-4108, Catholic Charities at 716-883-9800, or the Chautauqua County Office For the Aging at 716-753-4471.

For more information, visit NationalFuelGas.com or call 1-800-365-3234.