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.

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

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.

Excess Flow Valves
An optional device for National Fuel Customers

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 for your specific 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.
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.

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.

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.