**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.

**Erie area:** 814-871-8200

**All other areas:** 1-800-365-3234

Or visit [nationalfuelgas.com](http://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. For assistance in person, our Customer Assistance Centers are open Monday through Friday, 8:30 a.m. to 4:30 p.m. and are staffed with National Fuel representatives.

**Erie:**
1100 State Street
Erie, PA 16501

**Oil City:**
1 Relief Street
Oil City, PA 16301

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.

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**Be Safe & Call Before You Dig!**

Now that the weather is finally warm, many individuals and contractors are working on outdoor projects that involve digging. Before picking up a shovel, make sure to have the underground utilities on your property marked. By calling 811 or visiting [Call811.com](http://Call811.com), you can request to have professional locators mark underground utilities for free.

In Pennsylvania, the law requires residents and contractors to call 811 at least three and no more than 10 business days in advance of the start of a project to allow local utilities to mark the approximate location of their lines and prevent accidental damage to underground 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, anchoring a new swing set, or installing a fence or mailbox require a call.

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

- Every nine 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.

When you call 811:
- Local utilities will 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.

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**Interstate Pipeline Markers Show What’s Below**

More than 2.2 million miles of pipelines efficiently deliver natural gas every day to American homes safely and reliably. Running underground, this interstate pipeline infrastructure is generally identified with pipeline markers and runs along streets, private property, easements and across the country.

Interstate pipeline markers indicate the location, product carried and the pipeline operator’s contact information. The area on each side of the pipeline is known as a right-of-way. To ensure continued safety, the pipeline's owners have the right to restrict certain activities on private property within a right-of-way. Pipeline markers serve a critical role by showing people who might be digging at the location of a pipeline corridor — because even minor damage to a pipeline could cause a leak or failure.

In the unlikely event of a pipeline failure or leak, you may:
- Smell a rotten egg odor;
- Hear a hissing sound;
- See dirt, grass or leaves blowing from underground;
- See water bubbling in a puddle or creek; and/or
- Notice a strange patch of dead grass.

If you suspect a pipeline leak or failure, call 1-800-444-3130 with the exact location of what you've observed. We're available 24 hours a day, seven days a week to answer calls about leaks or other gas emergencies.

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**Smell gas? Leave fast!**

Then call 1-800-444-3130. Natural gas is clean burning, efficient and economically and environmentally friendly. It’s delivered to your home or business through a safe transportation network, but safety also depends on you. Since 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 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.
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 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 installing an EFV, please complete the form on our website at nationalfuelgas.com/utility/efv.aspx or call 1-800-365-3234

Help Prevent Dog Bites
According to the American Veterinary Medical Association, approximately 4.5 million people are bitten by dogs every year.

National Fuel representatives visit customer homes every day. We find it imperative to take precautionary measures to avoid injury to our employees.

National Fuel meter readers and customer service representatives are trained how to safely approach a property to reduce the risk of dog bites. Bite incidents often occur when there is an unrestrained dog in the house, yard or neighborhood at the time of a meter reading or scheduled work.

Here are a few ways you can help keep your dogs and National Fuel employees safe:

Relocate your dog. If National Fuel employees need to enter your home, please keep your dog(s) in a separate, enclosed area. If work will take place outside, restrain your dog(s) indoors or at a safe distance from the gas meter or work location.

Invisible fencing = unintended surprise. Dogs are more likely to bite when they are startled by a stranger in their territory. Invisible fencing is not a guaranteed barrier for protection. If you have invisible fencing, please keep your dog(s) inside while the National Fuel employee is completing the work outside.

NO petting allowed. The chance that a bite incident could occur is greater in the presence of a dog’s owner. A dog’s natural instinct is to protect its owner, litter and/or territory. National Fuel employees are not permitted to pet your dog.

Consistent Rankings
The safe, reliable and cost-effective delivery of natural gas to customers is National Fuel’s top priority, a priority that stems back more than 100 years.

Data from the U.S. Energy Information Administration shows that National Fuel’s Pennsylvania utility customers have experienced the lowest residential natural gas prices in Pennsylvania over the past few years.

National Fuel customers enjoy the benefits of natural gas production from both the Marcellus Shale and the Utica Shale, located right here in Pennsylvania. National Fuel’s close proximity to regional pipeline production provides a distinct price advantage for customers compared to other regions of the country.

National Fuel remains committed to safely serving Pennsylvania communities and to providing affordable natural gas to customers.

Making Bill Paying Easier
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