**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 through a safe, underground pipeline system, 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 gas:

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

**DON’T**
- Turn any electrical switch on or off.
- Light any matches.

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

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**Important Contact Information**

**Billing Questions and Customer Service**
If you have a billing question, problem or request, please call us Monday through Friday, from 7 a.m. to 6 p.m.

- Erie area: 814-871-8200
- 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, from 8:30 a.m. to 4:30 p.m.

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

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

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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**Fuel For Thought | Winter 2019**

**Stay Safe This Winter Season**

During the winter months, it is important to make sure homes are not only warm, but also safe. Homeowners are advised to be mindful of snow, ice, and extremely cold temperatures.

Here are a few helpful tips to keep your home safe this winter.

**Outdoor Meter Safety**

- Keep the gas meter and area around the meter free of snow.
- Maintain a clear path to the meter.
- Inform those working, shoveling, plowing or snow blowing around a meter of its location.
- Call National Fuel, 1-800-365-3234, if a meter becomes encased in ice (do not attempt to break or melt the ice).
- Exercise caution when removing icicles from a meter or any area of the roof above the meter.
- Do not let children play or climb on the meter.

**Beware of Energy Scams**

Customers are reminded that:

- Scammers are constantly trying new ways to separate you from your money.
- Winter is a time of increased utility customer scam activity. Be careful to prevent impostors from tricking you out of your money or your personal information.
- National Fuel employees DO NOT conduct door-to-door sales. Any door-to-door salesperson wearing a hard hat, another article of clothing or accessories commonly associated with utility employees is not likely a National Fuel employee.
- National Fuel employees DO NOT visit customer homes to view gas bills, to sign agreements or to discuss account matters unless they are related to collection activities.
- National Fuel employees DO visit customer homes for operational purposes, including meter reading, construction work and gas emergencies. Employees will carry identification cards and will gladly produce them if asked.

**Be Aware of Carbon Monoxide (CO)**

To minimize the risks of carbon monoxide poisoning:

- Have your chimney, appliances and heating equipment inspected and tested by a qualified professional every year.
- Install ventless heaters in accordance with manufacturer specifications, never using them as a primary heat source.
- Install at least one CO detector in your home. Do not rely on CO detectors as a substitute for maintaining appliances, heating equipment or chimneys. Use CO detectors as additional preventative measures.
- Clear snow and ice from exhaust vents and intake air vents for gas appliances.
- Never use a gas oven or stovetop for heating.
- Never run a gasoline engine (such as a gasoline generator) or an automobile in an enclosed space.
- Never use a portable charcoal or propane grill indoors.

**Symptoms of CO Poisoning Include:**

- Fatigue
- Coughing
- Headache
- Irregular breathing
- Dizziness
- Overall paleness
- Nausea
- Cherry red lips and/or ears

Those experiencing symptoms of CO poisoning should immediately open windows and doors, move outside and call 911.
Energy Efficiency Tips
Saving money and energy is easier than you think.

Help reduce emissions in the atmosphere and put a little more money in your pocket. Making these small, inexpensive adjustments can make a big difference!

Try these quick and easy ways to save:

- Set thermostats between 65° and 70° during the winter, and at 58° when away from the house for more than a few hours. By turning your thermostat back 10°-15° for eight straight hours, you can save about 5-15% a year on your heating bill- a savings of as much as 1% for each degree.
- Turn down thermostats automatically without sacrificing comfort by installing a programmable thermostat.
- Change or clean furnace air filters once a month during the heating season. Furnaces consume less energy if they “breathe” more easily. Use the arrival of your natural gas bill as your reminder to change the filter.
- Warm air rises, so use registers to direct warm airflow across the floor.
- Close vents and doors in unused rooms. Close dampers on unused fireplaces.
- Set your water heater to 120°
- Close vents and doors in unused rooms. Close dampers on unused fireplaces.
- Warm air rises, so use registers to direct warm airflow across the floor.
- Close vents and doors in unused rooms. Close dampers on unused fireplaces.
- Set your water heater to 120°
- Insulate water heaters with insulation blankets in accordance with manufacturer’s guidelines.
- Install water-flow restrictors in shower heads and faucets.
- If radiators are located near cold walls, place a sheet of aluminum foil between the radiator and the wall to reflect heat back into the room.
- Run washing machines and clothes dryers with a full load.
- On sunny days, open curtains and blinds on windows that receive direct sunlight. Close them at night or on cloudy days to insulate against the cold air outside.

Keep the cold out and the costs down.
Reduce air leaks and cut as much as 10% from your monthly energy bill. Be sure to use caulk or weather-stripping to seal leaks around:
- Floors, walls, ceilings (contribute to about 31% of energy loss)
- Ducts (15% of energy loss)
- Fireplace (14% of energy loss)
- Plumbing (13% of energy loss)
- Doors (11% of energy loss)
- Windows (10% of energy loss)
- Fans and vents (4% of energy loss)
- Electric outlets (2% of energy loss)

Making Bill Paying Easier

Budget Plan
The Budget Plan helps you manage your energy costs by establishing a level monthly payment amount.
To determine the 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 (energy prices and changing weather conditions), your Budget Plan amount will be reviewed quarterly, to make sure that you’re being billed accurately. To sign up for the Budget Plan, visit nationalfuel.com or call us at 1-800-365-3234.

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

LIHEAP Is Still Open
If you need help paying your heating bills, or know someone who does, let LIHEAP be part of the solution. Applications are now being accepted. Funds are limited and will be distributed on a first-come, first-served basis.
Crisis grants are also available for households in immediate danger of being without heat. Crisis grants of up to $600 may be allocated to repair broken equipment or restore utility service.
You can apply in person at your local county assistance office, by phone or online at www.compass.state.pa.us.
For more information, visit www.LIHEAPhelps.com or call 1-866-857-7095.