

National Fuel Issues Flooding Precautions

(August 10, 2009) Williamsville, N.Y.: National Fuel reminds customers of the following information, should they experience flooding in their basement:

- If flooding has affected a customer's natural gas appliances (furnaces, hot water tanks, etc.), they *should not* attempt to re-light the pilot light on that equipment. If furnace or hot water tank controls were submerged, the floodwater may have caused damage that could affect the safe operation of the equipment. A qualified contractor should be called to inspect the appliances.
- While the basement is flooded, customers should NOT attempt to adjust any gas equipment or their gas meter.
- Customers should not turn on any gas valve that has been turned off by National Fuel or emergency personnel when flooding has occurred. Once the water has subsided, contact National Fuel at **1-800-444-3130** and the company will restore and test service at no charge to its customers. Appliances affected by flood water will remain turned off and the customer will be required to contact a heating contractor or plumber to verify that the equipment will operate safely.
- As always, if a gas odor is present, the customer should open a window for ventilation, leave the premises, and call National Fuel at **1-800-444-3130** immediately. Do not use any appliances or operate any electrical switches if a gas odor is present. Representatives are available 24 hours a day, seven days a week to receive emergency calls.

National Fuel Gas Distribution Corporation is a regulated utility and is one of the subsidiaries in the National Fuel Gas Company system. The utility provides natural gas service to approximately 725,000 customers in western New York and northwestern Pennsylvania.