



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.**



National Fuel
NationalFuel.com



Fuel For Thought | Winter 2020

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 NationalFuel.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.

Find us on social media

follow us



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 percent a year on your heating bill- a savings of as much as 1 percent 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° or the medium temperature setting. Drain a quart of water from the bottom of your water heating tank every three months to remove sediment that can hamper the efficiency of your unit. Water heating is a typical family's third-largest energy expense, accounting for about 14% of utility bills.



- Cover 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 (contributes 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)

Fuel For Thought | Winter 2020



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.

Be Aware of Carbon Monoxide (CO)

To minimize the dangers 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.

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.



Also, be advised of individuals who use winter heat bills to trick bill payers.

Utility Scammers

Customers are reminded that:

- 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 produce them without resistance if asked.

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**.

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 **NationalFuel.com**

Payment Assistance Programs Available

If you or someone you know need help paying heating bills, please contact us. There are a variety of National Fuel payment assistance programs available to help this winter.

To learn more about these payment assistance programs, call **1-800-365-3234** between 7 a.m. and 6 p.m., Monday through Friday, or visit **NationalFuel.com** and look for "Payment Assistance".



Let LIHEAP help you with your heating bills this winter.

Kristen, Customer Service Supervisor, Erie, PA



National Fuel
LIHEAPhelps.com

