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Second Emergency HEAP Grants Now Available in New York

(Feb. 22, 2018) WILLIAMSVILLE, N.Y. – Help for heating is still available. A second emergency benefit is now available for households who have exhausted both the regular and first emergency HEAP benefits.

To apply:

- You must have a shut-off notice.
- Be prepared with your case number, social security number, utility account number, household income and resource amounts (bank account balance, etc.).

HEAP provides income-eligible families and individuals with financial assistance on a first-come, first-served basis, based on income guidelines. Visit www.HEAPhelps.com or contact 1-877-443-2743 to check eligibility. HEAP payment assistance benefits are available until April 27, 2018, or until the funds allocated to these programs are exhausted, whichever occurs first. New York state also offers a screening tool at www.mybenefits.ny.gov, which may be used to determine if you qualify for other benefits.

In addition to HEAP, numerous programs are available to help individuals who struggle to make their payments. National Fuel encourages its customers to contact a customer assistance representative to discuss their personal situation. A quick call can provide information on the following programs: **Neighbor For Neighbor Heat Fund** is open year round and helps qualified customers, aged 55 years or older, or have a certified medical condition, or are disabled, or are currently receiving unemployment benefits or are a veteran, to prevent an energy emergency; a **Deferred Payment Agreement** allows the potential to negotiate a repayment plan in the event of a problem or special circumstance; **Special Protections** is applicable for households where all residents are aged 62 years or older, 18 years or younger, blind or disabled. Customer assistance is available each weekday from 7 a.m. to 6 p.m. by contacting 1-800-365-3234. For customers who want to have level, predictable month gas payments this winter, National Fuel suggests budget plan billing as a way to stabilize monthly heating bills. Information is available at www.nationalfuelgas.com.

As always, if you **Smell Gas, Leave Fast**: If a rotten-egg natural gas odor is present, leave the premises immediately and call National Fuel's emergency line, 1-800-444-3130, from a different location. If you smell an odor of gas outdoors, please call National Fuel's emergency number and provide the address nearest to the site of the odor. To learn more about natural gas safety, visit <https://www.nationalfuelgas.com/utility/gassafety.aspx>.

National Fuel Gas Distribution Corporation is the Utility segment of National Fuel Gas Company, a diversified energy company that is engaged in a number of natural gas-related activities. The Utility provides natural gas service to more than 740,000 customers in Western New York and Northwestern Pennsylvania. For more information, visit www.nationalfuelgas.com.