

FOR IMMEDIATE RELEASE

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LIHEAP CRISIS Recovery Opens to Help Customers with Heating Bills

Assistance Available for Recently Unemployed

Erie, Pa., May 18, 2020 – LIHEAP (Low Income Home Energy Assistance Program), a federally funded program that provides financial heating assistance to customers who qualify, opened a new CRISIS Recovery Grant Program today in response to the COVID-19 pandemic. The program will remain open through Aug. 31, 2020, or until funding is depleted.

Families across Pennsylvania, many for the first time, are experiencing unexpected hardships and employment loss. A CRISIS grant can help them pay heating bills. Criteria, described in the chart below, is based on household size and income. To apply, customers should contact their local County Assistance Office (CAO). A listing of CAOs along with additional grant information can be found at: <https://www.dhs.pa.gov/services/Assistance/Pages/LIHEAP.aspx>.

Household Size	Max. Monthly Gross Income
1	\$1,561
2	\$2,113
3	\$2,666
4	\$3,218
5	\$3,771
6	\$4,323
7	\$4,876
8	\$5,428

National Fuel recognizes that during these unsettling times there may be instances where customers find themselves facing financial difficulties. During the COVID-19 pandemic, utility shutoffs have been suspended and customers are encouraged to call Customer Service, 1-800-365-3234, to discuss available payment programs and services.

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 gas outdoors, 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 www.nationalfuelgas.com/forhome/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.

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