

FOR IMMEDIATE RELEASE

For additional information, please contact:

Carly Manino

814-460-7587

ManinoC@natfuel.com

LIHEAP Opens Tomorrow

Erie, Pa., Oct. 31, 2017 – The Low Income Home Energy Assistance Program, LIHEAP, opens tomorrow, Wednesday, Nov. 1. Eligibility for this federally funded program is based on income guidelines and household size. For example, a family of four with a gross annual income of \$36,900 will qualify for a grant. Monies are distributed on a first-come, first-served basis. For additional information, visit www.LIHEAPhelps.com or contact 1-877-443-2743. See accompanying fact sheet.

National Fuel Customers who are having trouble paying their bills are encouraged to call Customer Service at 1-800-365-3234 to discuss available payment programs and services. Programs include:

- Budget Plan- predictable monthly gas bills and stabilized heating payments for the year.
- Deferred Payment Agreement- customers can negotiate a payment plan in the event of a problem or special circumstance.
- LIRA (Low-Income Residential Assistance Program) - reduced-rate monthly bills and debt forgiveness.
- LIURP (Low Income Usage Reduction Program) - weatherization assistance for customers who meet income and consumption requirements.
- CARES (Customer Assistance Referral Evaluation Services) - payment arrangements and assistance referrals for customers facing hardships.
- Neighbor For Neighbor Heat Fund- helps customers who are having difficulty paying bills and who meet one of the following criteria: at least 55 years old, disabled, have a certified medical condition, or receiving unemployment benefits, meet basic energy needs.

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.

###

Help for Heating



The Low Income Home Energy Assistance Program (LIHEAP) opened on **Nov. 1, 2017** to help alleviate heating bill stress.

A family of four, with a gross annual income of \$36,900, qualifies for a grant.

Who qualifies for LIHEAP?

The 2017/2018 Proposed Plan Income Guidelines for LIHEAP

Household Size	Annual Maximum Income Limit
1	\$18,090
2	\$24,360
3	\$30,630
4	\$36,900
5	\$43,170
6	\$49,440

For income limits for larger households, visit www.LIHEAPhelps.com

How to apply?

- Online: www.LIHEAPhelps.com
- By Mail: Download an application at www.compass.state.pa.us
- In Person: Applications are taken at all local County Assistance Offices.
- By Telephone: Contact your local County Assistance Office
- For more information, call the LIHEAP hotline at **1-866-857-7095**

What will you need to apply?

- Name of people in your household
- Dates of birth for all household members
- Social Security Numbers for all household members
- Proof of income for all household members
- A recent heating bill