



An important message for the customers of National Fuel

The Pennsylvania Public Utility Commission (PUC) has updated its **Standards and Billing Practices for Residential Service**.

Your Rights and Responsibilities as a Utility Consumer is a booklet prepared by the PUC to explain the rules regarding a utility's billing, credit, dispute handling and shutoff practices.

National Fuel will continue to provide you with safe and reliable utility service, clear and concise bills, and fair policies. You, the consumer, should know your rights and fulfill your responsibilities to maintain your service.

As a residential utility customer, you have the **right**:

- to safe and reliable service
- to a clear, precise and accurate bill
- to fair credit and deposit policies
- to know how your bill is calculated and how to tell if it is too high
- to question or disagree with your utility
- to personal privacy
 - o National Fuel has the responsibility of safeguarding your personal information against unauthorized use.*

As a residential utility customer, you also have the **responsibility**:

- to pay your bill on time
- to provide National Fuel with access to its meter
- to give National Fuel at least 7 days notice before you move or wish to discontinue service.
 - o If you fail to notify National Fuel you remain responsible to pay the bills.*

(Please see reverse side)

You may qualify for **special protections** if you:

- Are a victim of domestic violence and have a Protection From Abuse Order or
- Live in a low-income household or
- Are seriously ill or a member of your household is seriously ill.

You will be required to provide proof to your utility.

This useful booklet also includes information about various payment options for your utility bill; understanding the components of your utility bill; policies regarding security deposits; steps and rules about utility shutoffs; and how to shop for electricity or natural gas.

For a copy of the Rights and Responsibilities booklet, you can go to National Fuel's website at www.nationalfuelgas.com to review them or to print a copy. If needed, we can send you a printed copy. Please call us at 1-800-365-3234 to request your free copy.

Third Party Notification

This program permits you to name someone such as a family member, friend or agency to receive a copy of any disconnection notice. Please contact National Fuel for more information.

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