Fuel For Thought | Winter 2018

New York Customer Newsletter

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 extreme cold temperatures. These issues can pose a variety of safety and performance problems for heating systems.

Here are a few helpful tips to keep your home safe this winter.

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

Be Aware of Carbon Monoxide (CO)

• Have a qualified professional inspect and test chimney, appliances and heating equipment annually
• Install at least one CO detector in your home
• Never use a gas oven or stove top for heating your home
• 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.

HEAP Is Still Open

If you need help paying your heating bills, or know someone who does, let HEAP be part of the solution. Applications are now being accepted. Funds are limited and will be distributed on a first-come, first-served basis.

Additional assistance may be available for those with a heating emergency. The maximum regular HEAP grant for customers who use natural gas to heat their homes is $401.

You can apply by mail, in person, by telephone or on the web at www.MyBenefits.ny.gov.

For more information, visit www.HEAPhelps.com or call 1-877-443-2743.

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
• Switch lights on or off.
• Light any matches.

For gas emergencies, call 1-800-444-3130, 24 hours a day, 7 days a week.

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.

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Important Contact Information

Billing Questions and Customer Service
If you have a billing question, problem or request, please call us Monday through Friday, 7 a.m. to 6 p.m.

Buffalo area: 716-686-6123
All other areas: 1-800-365-3234
Or visit NationalFuelGas.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, 8:15 a.m. to 4:30 p.m.

Buffalo: 409 Main St.
Buffalo, NY 14203

Cheektowaga: Appletree Business Park
2875 Union Rd., Suite 44
Cheektowaga, NY 14227

Jamestown: 1384 Peck Settlement Rd.
Jamestown, NY 14701

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.
Everyday Affordability
NATURAL GAS
More homes and businesses in the U.S. use natural gas today than ever before.

177 MILLION
Americans use natural gas to heat their homes, warm their water and cook their meals, and that number continues to increase.

The average U.S. home uses

197 CUBIC FEET
of natural gas each day.

HOUSEHOLD SAVINGS
Homes that use natural gas for heating, cooking and clothes drying save an average of $874 each year compared to homes using electricity for those applications.

Natural gas costs less than other major home energy sources.

EMISSION SOLUTION
Greater direct use of natural gas for heating, cooling, water heating, cooking and clothes drying can cut carbon emissions nearly in half.

Natural gas appliances and the network that delivers the energy to your home is extraordinarily efficient.

*Source American Gas Association 2017 Playbook

A Special Thank You To Our Customers

On January 1, 2018, National Fuel Gas Distribution Corporation (the Utility) faced delivery challenges when a service interruption at a transmission facility in near-by Pennsylvania caused a significant drop in the natural gas carried from the interstate pipeline system. As a result, we were required to enact precautionary measures and made a request that our industrial, commercial, and residential customers in five New York counties (Erie, Niagara, Chautauqua, Cattaraugus and Allegany) voluntarily reduce their natural gas usage. For our residential customers, we asked that they consider lowering their thermostats five degrees. This voluntary reduction is a necessary step as part of our Utility’s System Integrity and Curtailment Procedures as required by the New York State Department of Public Service. The purpose of the request was simple, to minimize the potential for a disruption in service and to provide gas supply to customers to the fullest extent possible.

To those customers who were able to turn back their thermostats and assist in this voluntary curtailment, I thank you for your cooperation.

Fortunately, we did not have to move into the next steps, which would have been the restriction of gas service per the required plan. This would mean that businesses and buildings that depend on natural gas would be closed including factories, manufacturers, stores, restaurants and schools. The last thing we would want to do is inconvenience our customers and restrict or limit their gas usage. Thankfully, we have not had a reduction event in nearly 40 years.

Not one customer lost service that day. I appreciate the assistance of our many customers who turned back their thermostats on a very cold New Year’s Day and assisted in this effort.

Sincerely,
Carl M. Carollo, President
National Fuel Gas Distribution Corporation

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 NationalFuelGas.com