



National Fuel[®]

2019 Assistance Programs

May 2019

National Fuel's Assistance Centers

- Customer Response Centers (CRCs) – Call Centers
 - **NY CRC – 110 Responsible for calls from 535,000 customers**
 - PA CRC (several of these representatives assist with NY calls)
- Customer Assistance Centers (CACs) – Walk-in Offices
 - NY – 3 CAC locations
 - **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

Low-Income & Special Assistance Programs

External -

- HEAP
- Emergency Aid to Adults/Families (EAA/EAF)
- Direct Voucher (DSS)
- SSI Guarantee
- Neighbor for Neighbor grants

Internal -

- Elderly, Blind, or Disabled (EBD) Protections & Gatekeeper
- Low Income Programs (NY SLIP, Payment Extensions, Budget Plan, Conservation Incentive Program (CIP), Low Income Usage Reduction Program)
- Emergency Heating Repair & Replacement (EHRR) Program



Neighbor for Neighbor Heat Fund

- The Fund, a first-come, first-served home-heating assistance grant program, is available to provide assistance to low-income Western New Yorkers to help:
 - Prevent disconnection of their utility service;
 - Pay current or past due primary heating bills; or
 - Purchase home heating fuel of any kind.
- One-time grant of up to \$300 per program year.
- In order to qualify for a grant, applicants must fall into at least one of the following classifications:
 - Be at least 55 years old;
 - A member of their household must be handicapped or have a disability that reduces the household's income;
 - Have a certified medical emergency;
 - Be a Veteran;
 - Or be receiving unemployment benefits.

Statewide Low Income Program (SLIP)

- As of December 1st, 2018, the Low Income Customer Affordability and Assistance Program (LICAAP) and HEAP Residential Assistance Service (HRAS) programs have been replaced by the Statewide Low Income Program (SLIP) that provides customers with a monthly discount towards their residential **gas delivery charges**. The amount is based on the amount of the HEAP grant they receive.
- Eligibility:
 - All National Fuel Gas customers receiving HEAP are automatically enrolled into SLIP with the respective tier-based credit (below) beginning on the next month's bill.

SLIP Tier	SLIP Tier Description	Discount
1	HEAP grant less than or equal to \$350	\$3
2.1	HEAP grant is equal to \$375	\$3
2.2	HEAP grant is equal to \$376	\$17
3	HEAP grant is equal to \$401	\$27
4	DSS Direct Voucher enrolled customers	\$10

Programs for Customers with Special Needs

For Customers with Hearing or Speech Difficulties

- You can communicate with us on electronic display (TTY or teletypewriter) by dialing 7-1-1. You will need to provide the relay operator with the telephone number you wish to call.

For the Visually Impaired

- We can send bills in large type or Braille.
- Some of our brochures may be requested in Braille.
- National Fuel will send a representative to supply large numbered or Braille thermostats at no cost when the need is verified.

For Non-English Speaking Customers

- Ask for the “Language Line” any time, in person or by phone. A three-way conversation with a translator is involved.

Conservation Incentive Program

Conservation Incentive Rebate Program

- Upgrade your natural gas equipment to high-efficiency models and save!
- The National Fuel Conservation Incentive Program offers customers several money-saving rebates for replacing specified appliances with new, energy-efficient models.
- By combining rebates with projected annual savings for using more energy-efficient equipment, new, high-efficiency appliances, such as furnaces, water heaters, boilers, gas dryers and more, can quickly pay for themselves.
- Visit www.nationalfuelforthought.com for more information or to download an application.

CIP Savings Card

- National Fuel also offers a CIP savings card, which is free to everyone. With this card you can save on items like new high-efficiency furnaces, water heaters and other natural gas appliances, service and repair on existing natural gas appliances and equipment, home weatherization products, furnace filters and much more!
- Visit www.nationalfuelforthought.com for a list of participating retailers and to download your savings card.



LIURP - Free Weatherization Assistance

- In addition to the rebate feature, National Fuel's Conservation Incentive Program includes free weatherization assistance for low-income customers. Customers who may be eligible for assistance will be identified by National Fuel and social service providers.
- Administered for National Fuel by NYSERDA, the special assistance provides energy-efficient measures like:
 - Insulation
 - Heating system inspections and repairs
 - Caulking and air sealing to reduce drafts
 - And more!
- To be eligible, low-income customers must have high usage, along with other factors that would make weatherization measures cost-effective.
- You can contact NYSERDA between the hours of 8:30 a.m. and 5:00 p.m. Monday through Friday, at 1-877-NYSMART (1-877-697-6278). You'll need your National Fuel account number available when calling.

Ongoing Outreach Strategies

External:

- HEAP cards in CACs, door hangers, community events
- [HEAPhelps.com/Billboards/Social Media Radio](http://HEAPhelps.com/Billboards/SocialMediaRadio) campaign

Internal:

Refresher trainings – HEAP, Gatekeeper, SLIP,

- Bill inserts/message on outside of termination envelopes
- Reminder messages on the CRC Message Boards
- Contests for the best slogans for the message boards



My Utility Account

[Sign Up Today](#)

[Username](#)

[Password](#)

[Forgot?](#)

[Submit](#)

[Click here if you received an error after clicking Submit](#)

Make A Payment

Contact Us



Gas Emergencies

1-800-444-3130
TTY: 7-1-1



Customer Service

NY: 716-686-6123
PA: 814-871-8200

Or Toll Free: 1-800-365-3234



Before You Dig, Call 811 or

NY: 1-800-962-7962
PA: 1-800-242-1776

Media

NY
[Karen Merkel](#)
716-857-7654

PA
[Carly Manino](#)
814-871-8199

Payment Assistance



Ashleigh,
Customer
Service
Supervisor
Buffalo, NY



Our payment assistance programs can help with your heating bills.



PAYMENT
ASSISTANCE

National Fuel[®]
PART OF THE SOLUTION

[NationalFuelGas.com](#)

▶ [HEAP-Home Energy Assistance Program](#) **HEAP is now open**

▶ [Statewide Low Income Program \(SLIP\)](#)

▶ [Neighbor for Neighbor Heat fund](#)

▶ [Budget Plan](#)

▶ [Deferred Payment Agreement](#)



National Fuel[®]

Emergency HEAP on Facebook



National Fuel

March 7 at 9:25 AM · 🌐

HEAP can help with heating emergencies. See if you qualify and how to apply.
For NY Customers Only

Apply today.
Funds are limited.

National Fuel
PART OF THE SOLUTION

NY customers only

🔊

The video player thumbnail features a dark grey background. On the left, there is a small blue square with a white flame icon. The text 'Apply today.' is underlined, followed by 'Funds are limited.' To the right is a blue silhouette of a house with a chimney emitting three wavy lines representing smoke. Below the house, the text 'NY customers only' is written in a smaller font. The National Fuel logo is positioned in the lower-left area of the video frame, and a speaker icon is in the lower-right corner.

NATIONALFUEL.COM

Emergency Benefits Available

For NY Customers Only

[Learn More](#)



National Fuel



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Thank you!

National Fuel Reach Numbers:

1-877-229-5144 7:00 AM – 6:00 PM, M-F

1-800-444-3130 Evenings & Holidays