



Gas Bill Relief Program Phase 2

Outreach and Education Plan

Background:

In response to increased customer arrears due to effects of the COVID-19 pandemic, on June 16, 2022 the New York State Public Service Commission (“Commission”) directed electric and gas utilities to implement energy bill relief to residential low-income utility customers enrolled in Energy Affordability Programs (EAP)¹. Customers that received benefits under New York State’s Emergency Rental Assistance Program (ERAP) or the Home Energy Assistance Program – Regular Arrears Supplement (RAS) in the prior heating season were also eligible for a one-time bill credit to help reduce past-due balances from bills for service through May 1, 2022. These customers received arrears relief in 2022 through the National Fuel Bill Relief Phase 1 Program.

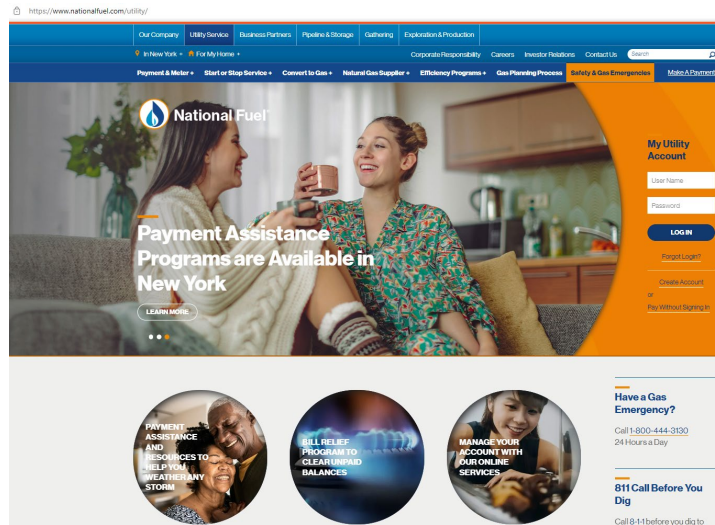
To address continuing financial hardships of utility customers arising from the COVID-19 pandemic and economic contraction, the Commission approved financial assistance for certain other gas and electric utility customers on January 19, 2023 in its “Order Authorizing Phase 2 Arrears Reduction Program” in Case 14-M-0565. In approving recommendations of the Energy Affordability Policy Working Group, the Commission established a program for National Fuel to provide **arrears forgiveness of up to \$1,250** for service billed up through May 1, 2022 for residential non-low-income and small business customers that did not receive Phase 1 arrears forgiveness.

The **National Fuel Bill Relief Phase 2 Program** offers **automatic one-time bill credits** to qualifying customers with **past-due gas utility charges billed through May 1, 2022**. To receive a credit you must either: i) be a **residential customer who did not receive a Phase 1 bill relief credit previously**; or ii) be a **small business customer** (as defined by not having exceeded consumption of 7,267 ccf in aggregate during the previous 12 months).

Credits will be applied automatically and recipients will be notified with a bill message when the one-time bill credit is applied to their account. Phase 2 bill relief also provides an opportunity for **residential non-EAP customers who previously had their service disconnected in 2022 for non-payment to reinstate their accounts through June 30, 2023, to qualify for the credit.**

¹ Order Authorizing Phase 1 Arrears Reduction Program, issued June 16, 2022 in Case 14-M-0565.

Communications:



https://www.nationalfuel.com/utility/payment-assistance-programs/energy-assistance-programs-ny-home/

Letter to customers who received credits:



<Cust Name> <Cust Name Overflow> Account #: <Acct #>
<C/O Name>
<Addr Line 1>
<Addr Line 2>
<Barcode>

Dear <Cust Name> <Cust Name Overflow>,

In response to the COVID-19 pandemic, the New York State Public Service Commission has approved a **one-time bill credit** for National Fuel's residential and small business customers holding a past-due balance for service received through May 1, 2022.

You have received a Bill Relief Credit for <amount> which has been applied to your balance and will appear on your next billing statement. A bill message indicating your credit amount will appear at the top of the back page. Any remaining balance after the credit is applied is your responsibility.

As well, you may be eligible for additional assistance on any remaining account balance after the bill relief credit has posted. Numerous payment assistance programs and plans are available at <https://www.nationalfuel.com/utility/payment-assistance-programs/>.

For further questions, please contact our call center Monday-Friday 7am to 6pm at 1-800-365-3234.

Respectfully,

Customer Response Center
National Fuel Gas
6363 Main Street
Williamsville, NY 14221

National Fuel Bill Relief Phase 2



Bill Message on the invoice following application of credit:

Messages

A one-time credit in the amount of \$24.73 has been applied to your account in accordance with National Fuel's Bill Relief Program for unpaid amounts billed prior to May 1, 2022.

There is a previous balance on your account. Your payment will be appreciated.

HEAP can help keep your heat on. Don't wait until you can't manage your home heating costs. Assistance with paying your winter bills is available to income eligible customers. For income guidelines and how to apply, visit www.HEAPhelps.com or call National Fuel's HEAP hotline at 1-877-443-2743. All customers may apply by mail. You may also apply in person at your local Department of Social Services.

Your utility bill includes charges for the sale and delivery of your natural gas supply, as well as various state and local taxes, fees, surcharges and assessments.

QAPROOFS: KBIL0942_BIF-581-NBLM-NY-██████-02/03/2023 (0000001)



National Fuel Bill Relief Phase 2

Outreach to Non-EAP residential customers whose services were disconnected in 2022 for non-payment

Residential non-EAP customers who previously had their service disconnected 2022 for non-payment can **reinstate their accounts through June 30, 2023** to qualify for the one-time Phase 2 bill credit of up to \$1,250 for past due service billed through May 1, 2022.

National Fuel will utilize the following to reach this customer segment:

- Contact customers via phone and leave messages about the credit and need to reinstate service to qualify
- Emails
- Letters where no subsequent customer of record
- Explain Phase 2 credit to applicants calling National Fuel where accounts were terminated in 2022 for nonpayment
- Website messaging

Phone Script:

This is an important message from National Fuel. In response to the COVID-19 pandemic, the New York State Public Service Commission has approved a one-time bill credit for National Fuel residential customers whose gas service was shutoff in 2022 for non-payment. To receive the one-time bill credit of up to \$1,250 for unpaid invoices billed through May 1, 2022, you must call National Fuel at 1-800-365-3234 to have gas service turned back on through June 30, 2023. Please contact us at 1-800-365-3234 to have your service turned back on. Again, that number is 1-800-365-3234.

Letter to customers to reestablish service:



<Cust Name> <Cust Name Overflow> Account #: <Acct #>
<C/O Name>
<Addr Line 1>
<Addr Line 2>
<Barcode>

Dear <Cust Name> <Cust Name Overflow>,

In response to the COVID-19 pandemic, the New York State Public Service Commission has approved a **one-time bill credit** for National Fuel residential customers not participating in the low-income Energy Assistance Program whose gas service was terminated for nonpayment in 2022. A Bill Relief Credit of up to \$1,250 for past-due balances for service received through May 1, 2022 is available only if you **contact National Fuel and have gas service turned back on** through June 30, 2023.

You may be eligible for additional assistance on any remaining account balance owing after the bill relief credit is applied. Numerous payment assistance programs and plans are available at <https://www.nationalfuel.com/utility/payment-assistance-programs/>.

For further questions, **please contact our call center Monday-Friday 7am to 6pm at 1-800-365-3234.**

Respectfully,

Customer Response Center
National Fuel Gas
6363 Main Street
Williamsville, NY 14221

National Fuel Gas Distribution Corporation 6363 Main Street, Williamsville, NY 14221

Website:

Note for non-EAP residential customers whose **gas service remains off** due to shutoff in 2022 for non-payment: To receive the one-time Phase 2 bill credit of up to \$1,250 for past due amounts billed through May 1, 2022, you must call National Fuel Monday-Friday 7am to 6pm at 1-800-365-3234 to **have gas service turned back on** through June 30, 2023. You may be eligible for additional assistance on any remaining account balance owing after the bill relief credit is applied.