



National Fuel Reminds Customers of the Importance of Timely and Accurate Meter Readings

(July 19, 2021) Williamsville, N.Y. – National Fuel Gas Distribution Corporation (National Fuel or the Utility) wants to remind residential customers that timely meter readings ensure accurate billing.

National Fuel owns, maintains, and uses meters to measure how much natural gas is used by its customers. Outside meters will be read by a National Fuel representative on or about the scheduled date noted on your bill. It's important to make sure the path to the meter as well as the meter is unobstructed all year round.

If the meter is inside, a National Fuel representative will visit the customer's property on or about the scheduled date noted on their bill. For their safety, customers should always confirm that the National Fuel employee has proper company identification before letting them inside. It usually takes just a few minutes to complete the reading. **Please note: Indoor meter readings have been on pause during the COVID-19 pandemic, however, they will be resumed soon. Affected customers will be notified accordingly.**

In addition to readings, National Fuel is required by New York state law to perform periodic leakage surveys and atmospheric corrosion inspections on the meter and associated piping located inside customers' properties. When access is not provided for this purpose, National Fuel is required to notify the customer that gas service may be shut off until this safety inspection is permitted to take place. To avoid the shutoff, customers should call National Fuel at [716-827-5560](tel:716-827-5560) to schedule the inspection.

For more information on that notice as well as important rights and responsibilities under the Home Energy Fair Practices Act (HEFPA), please visit www.nationalfuel.com/utility/your-meter-ny-home-business.

Finally, a meter reading schedule allows customers to call and report their accurate monthly meter readings to the Utility. To request a schedule, please call [716-686-6123](tel:716-686-6123) or [1-800-365-3234](tel:1-800-365-3234).

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, leave the area immediately, 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.nationalfuel.com/utility/gas-safety.

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.nationalfuel.com.