

SAFETY

your  
**SAFETY**  
guide



***National Fuel***

[www.nationalfuelgas.com](http://www.nationalfuelgas.com)

We know safety  
always matters.



**Natural gas is one of the safest and cleanest burning energy sources available. At National Fuel, providing safe, reliable natural gas service at the lowest possible price is our highest priority.**

## **Heating Safety and Efficiency**

Before the beginning of the winter heating season, have your heating system inspected by a qualified contractor. The contractor should provide the following services:

- Check for cracks, rust and corrosion.
- Clean and check the flue and vent pipes for any obstructions.
- Clean and replace all furnace filters.
- Check blower operation, lubricate and clean.
- Check and adjust pilots (if any) and burners.
- Check that your gas appliances produce a sharp, blue flame.
- Check all electrical connections.

Please be sure to keep flammable materials away from your furnace, water heater and other gas appliances.

## **Gas Theft Tip Line**

Stealing natural gas is costly to all of us, and can be extremely dangerous. If you know of someone who is tampering with a gas meter or making an unauthorized connection, please call our confidential, 24-hour, toll-free Gas Theft Tip Line.

- In **New York**, call **1-800-992-9926**.
- In **Pennsylvania**, call **1-800-835-6672**.

You could help prevent a crime and protect the safety of innocent people.

**Providing safe,  
reliable, natural  
gas service.**



## Detecting a Gas Odor

Natural gas is colorless and odorless. We add an odorant that produces a distinctive “gas smell” so that leaks are easier to detect.

If you detect a **faint** gas smell, check to see if you simply have a pilot light out or a burner that is not completely off.

If you smell a **strong** gas odor:

- Don't switch lights on or off.
- Don't light any matches.
- Do open doors and windows to ventilate.
- Do leave the premises.
- Do call National Fuel's 24-hour gas emergency phone number, **1-800-444-3130**, from another location.

## Call Before You Dig, Drill or Blast

In order to avoid accidental utility service interruption

which may put your own safety and the safety

of others at risk, you are required to notify

the appropriate One-Call system before

beginning construction, excavation or demolition projects. Don't forget to call

first when planning home improvements such as

building a fence, planting a tree or installing a pool.

- In **New York**, call Dig Safely New York at least two days before you dig at **1-800-962-7962**.

**[www.digsafelynewyork.com](http://www.digsafelynewyork.com)**

- In **Pennsylvania**, call the Pennsylvania One-Call System (POCS) at least three days before you dig at **1-800-242-1776**.

**[www.paonecall.org](http://www.paonecall.org)**



Always call  
before you dig.



## Certain gas appliance connectors should be replaced.

Gas connectors are corrugated metal tubes used to connect gas appliances in your home to gas supply pipes. Some older uncoated brass connectors can crack or come apart, causing a gas leak that could result in a very dangerous situation.

Any uncoated brass connector should be replaced immediately with either a new plastic-coated brass or stainless steel connector.

Only a qualified, licensed plumber, heating contractor or appliance repair person should check your connector and replace it if needed. Do not try to do this yourself!  
*Please note: National Fuel does not provide this service.*

Do not move your appliance to check the connector!

Moving the appliance, even slightly, could cause the complete failure of one of these connectors.

## Improper Piping

National Fuel does not recommend that you install your own gas lines. Only a qualified heating and cooling contractor or plumber should install natural gas lines. Request that the contractor install rigid steel pipe or flexible stainless steel piping.

**We know safety  
always matters.**





**National Fuel is always only a phone call away.**

National Fuel's employees are always ready to help you in any situation. Experienced customer service representatives will assist you over the phone or at one of our Consumer Assistance Centers. From billing problems and service questions to reading your meter and restoring your service – you can count on National Fuel for quick, expert service.

**Count on National Fuel for accurate billing and helpful service.**



## Telephone Hours

For your convenience, our customer service hours are:

### New York

Please call between 7:00 a.m. and 7:00 p.m.,  
Monday through Friday.

**Buffalo: (716) 686-6123**  
**1-800-365-3234**

### Pennsylvania

Please call between 7:00 a.m. and 7:00 p.m.,  
Monday through Friday.

**Erie: (814) 871-8200**  
**1-800-365-3234**

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

## Equipped for Natural Disasters

In the event of a natural disaster such as an earthquake, flood or tornado, National Fuel will make any repairs and restore service as quickly as possible.

Our underground main lines are built of sturdy materials and are installed in well-formed, solid soil. If a gas line is damaged by a natural disaster, the chance of a severe problem is minimal because natural gas dissipates into the air.

**Our employees  
are always ready  
to help.**



## What to Do in Case of Flooding

If there has been flooding in your home, play it safe and call us, especially if you smell natural gas. Our emergency number is **1-800-444-3130**.

Water can damage your natural gas appliances. If any gas appliance burner or its controls have been under water, **DO NOT** attempt to relight it. A qualified contractor should be called to inspect the equipment.

## Ask for Identification

For your safety, every National Fuel representative carries an identification card. If the card is not clipped onto their clothing for easy viewing, ask to see it. If the representative displays proper ID, please let the representative complete his or her job.

**If you are suspicious or have questions, contact us immediately at 1-800-365-3234.** If you feel there might be a problem, call your local police.

Call us if you  
smell natural gas.



## Billing Questions and Customer Service

If you have a question, problem or request, you may call us anytime between 7:00 a.m. and 7:00 p.m., Monday through Friday. In the Buffalo area, dial **(716) 686-6123** or **1-800-365-3234**. In the Erie area, dial **(814) 871-8200** or **1-800-365-3234**.

### In New York

You also may visit one of our **Consumer Assistance Centers** between 8:15 a.m. and 4:30 p.m., Monday through Friday.

**Appletree:** 2875 Union Road, Suite 44

**Buffalo Place:** 455 Main Street

**Jamestown:** 1384 Peck Settlement Road

**Niagara Falls:** 6250 Packard Road

**Salamanca:** 35 Wildwood

**Wellsville:** 349 South Brooklyn Avenue

If you are unable to resolve a problem, or have a complaint, please contact our **Quality Assurance Department**, Monday through Friday, 7:30 a.m.-5:00 p.m. at **(716) 857-7921** or **1-800-453-3513**. Or you may send an e-mail to **qualityassurance@natfuel.com**.

### In Pennsylvania

You also may visit one of our **Consumer Assistance Centers** between 8:30 a.m. and 4:30 p.m., Monday through Friday.

**Erie:** 1100 State Street

**Oil City:** 1 Relief Street

**Sharon:** 3505 Valleyview Road

If you are unable to resolve a problem, or have a complaint, please contact our **Quality Assurance Department**, Monday through Friday, 8:00 a.m.-4:30 p.m. at **(814) 871-8501** or **1-800-352-1900**.

Notice: This brochure is also available in Spanish upon request.  
Please call (716) 857-7556.

Este folleto también es disponible en español. Por favor, llame al (716) 857-7556.