

Messages

Thank you for your payment.
 We will automatically deduct \$113.76 from your checking account on January 31, 2012.
 Please call with any question or complaint prior to the due date.

BILLING INFORMATION - Understanding your bill

The State Regulatory Commission approves all charges for gas service. You may review a copy of our current rate schedule at any of our offices. You may do this to check your monthly bill or to read about various charges on your bill. Terms that may appear on your bill are described below.

Bill Payment: You can pay your bill by mail, by Direct Pay, online or at our local offices. You can also pay at any authorized payment agent where there will likely be a processing fee assessed by the agent at the time of payment.

Budget Plans: National Fuel offers several flexible budget plans. The most popular plan allows you to spread your payments over 12 months. Another lets you spread your payments over 10 months (from September through June), and then, in July and August you would pay for the actual amount of gas used.

CCF: One hundred cubic feet of gas; a measure of quantity. One ccf will heat about 160 gallons of your tap water to 130° F - the average hot water temperature.

Customer Charge: A monthly charge to cover Natural Gas Distribution Company costs such as maintaining the gas lines, meter reading and billing.

Delivery Charges: The charges for the delivery of natural gas from the point of receipt into the Natural Gas Distribution Company's system. The Pennsylvania Public Utility Commission regulates delivery prices and services.

GAC (Gas Adjustment Charge): A charge that reflects the monthly changes (up or down) in the Company's actual cost of purchased gas.



Gas Supply Charges (commodity): The charges for basic gas supply service, which is sold either by volume (ccf or mcf) or heating value (dekatherms). The Natural Gas Supplier you have chosen sets commodity prices and charges.

Neighbor-For-Neighbor Heat Fund: You may make voluntary donations to this fund to help qualifying individuals pay their utility bills.

Notice of Electronic Check Conversion: When you provide a check as payment, you authorize us either to use information from your check to make a one-time electronic fund transfer from your account or to process the payment as a check transaction. When we use information from your check to make an electronic fund transfer, funds may be withdrawn from your account as soon as the same day we receive your payment, and you will not receive your check back from your financial institution. If you want to opt out and not have your payments collected electronically, please contact us.

Online Services: You can set up automatic payments, view billing and payment history, sign up for budget billing, and even submit meter readings.

State Tax Adjustment: A surcharge on gas rates charged to customers, which permits utilities to recover portions of various state taxes.

Current Month Charges	113.76
Includes the following Gas Supply and Delivery Service Charges:	
Gas Supply Charges	
 National Fuel	
Commodity: 111 ccf x 0.623820	69.24
Total Gas Supply Charges:	69.24
Delivery Service Charges	
 National Fuel	
Customer Charge	12.00
Delivery of 50 ccf x 0.379209	18.96
Delivery of 61 ccf x 0.275629	16.81
Gas Adjustment Charge of 111 ccf x -0.028080	-3.12
State Tax Adjustment	-0.13
Total Delivery Service Charges:	44.52

Customers with Hearing Disabilities (TDD/TTY):

Dial 7-1-1 or 1-800-662-1220

For Gas Emergency provide Relay Operator with 1-800-444-3130

For Billing/Service provide Relay Operator with (814) 871-8200

Please address all correspondence to:

National Fuel
 Attn: Correspondence
 1100 State St.
 Erie, PA 16501