

### **National Fuel Reminds Homeowners to Ask For Identification**

(February 4, 2010) Williamsville, NY: National Fuel would like to remind its customers that persons coming to their home on behalf of the Utility carry photo identification. If the Utility's representative's identification card is not clipped on to his or her clothing for easy viewing, the customer should ask to see it. If a customer is suspicious of the reason given for visiting their home or has questions, they may contact National Fuel at 1-800-365-3234 to verify the person's identity and the purpose for the visit. If a customer suspects a problem, the local police should be alerted.

In addition, customers are reminded that:

- National Fuel employees DO NOT conduct door-to-door sales of gas supply. Customers should know that any door-to-door salesperson wearing a hardhat or other article of clothing or accessories commonly associated with utility employees is not likely an employee of National Fuel.
- National Fuel employees DO NOT visit customers' homes to view a customer's gas bill, to ask them to sign any sort of agreement or to discuss account matters unless they are related to collections activities.
- National Fuel's employees DO have need to visit customers' homes for operational purposes including meter reading, construction work and in the case of a gas emergency. These persons will carry an identification card and will produce that identification without resistance if asked for it.

National Fuel Gas Distribution Corporation comprises the Utility segment of National Fuel Gas Company, a diversified energy holding company that is engaged in a number of natural gas-related activities. The Utility provides natural gas service to approximately 500,000 customers in western New York. Additional information about National Fuel and its customer services is available at [www.NationalFuelGas.com](http://www.NationalFuelGas.com) or by calling **1-800-365-3234**.