



National Fuel Consolidates Customer Service Operations

(November 4, 2009) Williamsville, N.Y.: National Fuel Gas Distribution Corporation announced today that its Customer Assistance Center (CAC) in Niagara Falls, N.Y., will be closing permanently at the end of the business day on Thursday, December 31, 2009. The accounts handled from this office will be serviced by the Company's CAC located at 455 Main Street, Buffalo, N.Y.

This action is in keeping with the Company's mission to reduce costs while maintaining a high standard of reliable and quality customer service. In recent years, National Fuel has consolidated several of its customer assistance locations, while at the same time, enhancing the services available to consumers online and by phone.

Those customers directly affected by the closings may contact National Fuel for billing or service-related inquiries by calling the Customer Response Center toll-free at 1-800-365-3234, Monday through Friday between 7 a.m. and 6 p.m. Emergency calls should be made to 1-800-444-3130 at any time.

Regular billing and meter-reading activities will not be affected. Consumers accustomed to paying their bills at the Niagara Falls CAC have a number of options available to them. Most Western Union and MoneyGram locations accept gas bill payments, while the Company offers the following bill payment options for customers:

- **Pay Online:** National Fuel's Utility customers can pay their bills online at www.nationalfuelgas.com by clicking on, "For Home/Online Account Services." Online payment is fast, easy and free. Once a customer has set up an account, they can view and pay their bill 24 hours a day, seven days a week.
- **The Direct Payment Plan:** The Direct Payment Plan deducts a customer's monthly gas payment from their checking or savings account automatically on the late payment date. Once enrolled, a customer will still receive their monthly billing statement 20 to 23 days before the late payment date. To enroll in the Direct Payment Plan, customers can sign up through our online services at www.nationalfuelgas.com, "For Home/Online Account Services." Once enrolled in online services, customers should click on "Direct Pay" in the left sidebar to enroll in the Direct Payment Plan. Or, new this year, customers can enroll by signing their name in the area indicated on their billing statement. We'll use the checking account information found on the payment that was submitted and shortly thereafter, the monthly bills will be automatically deducted from that account. Customers may also call 1-800-365-3234 to sign up.
- **Pay by Mail:** Customers can also pay their bill by mail by sending a check to National Fuel in the self-addressed envelope sent with their billing statement.



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 and 215,000 customers in northwestern Pennsylvania. Additional information about National Fuel and its customer services is available at www.nationalfuelgas.com or by calling 1-800-365-3234.