

National Fuel to Close Local Business Office

(July 9, 2010) Erie, Pennsylvania: National Fuel Gas Distribution Corporation announced today that its Customer Assistance Center (CAC) located at 3505 Valley View Road in Clark, Pennsylvania will be closing permanently at the end of business on September 3, 2010. National Fuel's Servicenter, located in the same building, will remain open and will continue to handle field activities and respond to gas emergencies.

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 closing 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 Clark office have a number of options available to them:

- **Payment Locations:** National Fuel maintains an extensive list of authorized payment locations. The list is available on our web site at www.nationalfuelgas.com or by calling 1-800-365-3234.
- **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 bills 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 due date. Once enrolled, a customer will still receive their monthly billing statement 20 to 23 days before the due date. To sign up through our online service 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, 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 the account. Customers may also call 1-800-365-3234 to sign up.
- **Pay by Mail:** Customers can also pay their bill by sending a check to National Fuel in the self-addressed envelope sent with their billing statement.



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

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Sharon Area Authorized Payment Agents

Authorized Payment Locations

<u>Name</u>	<u>Address</u>	<u>City</u>
Farrell Speed Check	1301 Sharon New Castle Rd.	Farrell, PA 16121
Beauty Plus	823 Sharon New Castle Rd.	Farrell, PA 16121
Veados Mini Mart	181 Hadley Rd.	Greenville, PA 16125
Our Neighborhood Market	104 S. Mercer St.	Greenville, PA 16125
Mercer Co. Messenger Service	1834 E. State St.	Hermitage, PA 16148
City Food	1143 Division St.	Sharon, PA 16146
PetroPlus	3270 Saranac Dr.	Sharpsville, PA 16150