

You may also qualify for help with your heating bill — even if you didn't qualify before

New income guidelines for the federally funded Home Energy Assistance Program (HEAP) make it even easier for more people to get help. A family of four that earns \$49,128, now qualifies for an initial grant of up to \$500 toward their heating bill.*

Don't wait if you need some help with your heating bill, or if you know someone who does. Visit HEAPhelps.com or call **1-877-443-2743** for more information on how and where you can apply today.

Gross Annual Income Guidelines

Household Size	Maximum Annual Income
1	\$25,548
2	\$33,408
3	\$41,268
4	\$49,128
5	\$56,988
6	\$64,848

*Grant amounts vary. Additional assistance may be available for those with a heating emergency. HEAP eligibility is determined using the last four weeks of your household income. For income limits for larger households, please call us or visit our website.

If you have a billing question, problem or request, please call us Monday through Friday, 7 a.m. to 6 p.m.

Buffalo area: 1-716-686-6123 **All other areas:** 1-800-365-3234

For Gas Emergencies, call **1-800-444-3130**
24 hours a day, 7 days a week.

This insert is also available in Spanish upon request.
For more information, including translation services,
please call **1-800-365-3234**.

Este folleto se encuentra disponible en Español si usted lo solicita. Para más información, incluyendo servicios de traducción, por favor llame al **1-800-365-3234**.



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Ways to manage your energy costs

Learn how you can save
with Rebates, Discounts
and the Home Energy
Assistance Program (HEAP)



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Residential Customers

New Rebates Available With CIP Year Four

(Eligible equipment installed between Dec. 1, 2010 – Nov. 30, 2011)

Is it time to replace your hot water heater, furnace, boiler or thermostat? Choose a high-efficiency model and you'll get a rebate from National Fuel's Conservation Incentive Program (CIP). Plus, you'll lower your heating bills for years to come. When you combine the rebates with the projected annual fuel savings from using more efficient equipment, you'll be amazed at how much you'll save.

For more information about this program, visit **NationalFuelForThought.com**, where you can download a rebate application and learn more about how to use less energy.

Applications for Year 4 must be postmarked by March 31, 2011 to receive a rebate.

Receive these rebates when you replace existing equipment between Dec. 1, 2010 – Nov. 30, 2011, with qualifying fuel-efficient models:

Appliance	Required Minimum Efficiency	Rebate Amount
Space Heating		
Hot Air Furnace	90% AFUE*	\$250
Hot Air Furnace w/ ECM**	90% AFUE	\$350
Hot Water Boiler	85% AFUE	\$350
Steam Boiler	81% AFUE	\$200
Programmable Thermostat (installed by contractor)	Energy Star®-Rated	\$25
Water Heating		
Indirect Water Heater	N/A	\$250

* Annual Fuel Utilization Efficiency

** Electronically Commutated Motor

For residential AND non-residential customers: Rebate offers listed are available for qualifying equipment purchased and installed between Dec. 1, 2010 – Nov. 30, 2011. All appliances must be installed by a contractor. In order to get a rebate on an Energy Star-rated programmable thermostat, a contractor must install the thermostat at the time of a furnace or boiler replacement. Non-residential customers applying for a rebate AND all contractors must be able to supply one of the following in order for the rebate application to be considered complete: Federal ID number, a Certificate of Insurance or a Business Certificate showing their company's name and address. Rebates are available for equipment upgrades only regardless of income or annual energy usage. New-builds are not eligible for rebates.

The residential rebates for years one, two and three of the CIP are still available for qualifying equipment installed between November 1, 2007, and November 30, 2010. To learn more about what equipment qualifies for years one, two and three of the CIP, visit www.NationalFuelForThought.com. The deadline for the earlier rebates must be postmarked by March 31, 2011.

Get discounts from local retailers when you use your Savings Card

With your **Conservation Incentive Program Savings Card** from National Fuel, you'll get discounts on all sorts of energy-efficient products and services from local retailers — even if you're not buying a new appliance. Simply present the card to our participating Energy Partners to receive discounts on energy-related items. Plus, you'll save even more as you use less energy all year long.

Discounts are being offered on items such as:

- Service and repair on your natural gas appliances
- Furnace filters
- Home weatherization products
- New, high-efficiency furnaces, water heaters and other natural gas appliances
- And much more!

Get your free Savings Card and a list of participating retailers and their offers at **NationalFuelForThought.com** or call **1-800-365-3234**.

Small, Non-Residential Customers

Two rebate options for non-residential customers

If you're a small, non-residential National Fuel customer using less than 12,000 Mcf (thousand cubic feet) of natural gas per year, you can get thousands of dollars in rebates just for upgrading to more energy-efficient equipment.

Fixed Rebates are a fast and easy way to save on pre-qualified natural gas appliances, such as furnaces, boilers, water heaters and ovens. Or choose a **Customized Rebate**, which offers as much as \$15/Mcf multiplied by the gas usage savings (up to \$25,000 per project) for qualifying energy-efficient furnaces, boilers, water heaters and process heating equipment.

Whichever option you choose, you'll also get ongoing savings by reducing the amount of fuel used to run your business. For details about rebates (including downloadable application forms), visit **NationalFuelForThought.com**.

Looking to do more? Try our Online Energy Analysis Tool.

Find out how much energy the appliances in your home or business are really using — and discover ways to save energy and money — with our customized online energy audit. Visit **NationalFuelForThought.com** and click on "Online Energy Analysis" to learn more.