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## National Fuel Offers Customers Flooding Safety Tips

(March 5, 2025) WILLIAMSVILLE, N.Y. – National Fuel offers customers the following safety information should they experience flooding:

- When a basement is flooded, customers should NOT attempt to adjust any gas equipment or their gas meters.
- If flooding has impacted natural gas equipment or appliances (furnaces, hot water tanks, dryers, space heaters, etc.), do not attempt to re-light the pilot lights on the equipment and call National Fuel at 1-800-444-3130.
- If natural gas equipment or appliance controls have been submerged, floodwater may have damaged that equipment. A qualified contractor should be called to inspect those appliances prior to use.
- Customers should not turn on any gas valve that has been turned off by National Fuel or emergency personnel when flooding has occurred. Once the water has subsided, contact National Fuel at 1-800-365-3234, and the Company will test and restore the service at no charge. Appliances damaged by floodwater will remain turned off and the customer will be required to contact a qualified contractor to verify that the equipment will operate safely.

As always, if you Smell Gas, Leave Fast: if a rotten-egg natural gas odor is present, leave the premises immediately and call National Fuel's emergency line at 1-800-444-3130 from a different location (at least 330' – or a football field's length – away). If you smell an odor of gas outdoors, leave the area immediately, call National Fuel's emergency number and provide the address nearest to the site of the odor. To learn more about natural gas safety, visit [www.nationalfuel.com/utility/gas-safety/](http://www.nationalfuel.com/utility/gas-safety/).

National Fuel Gas Distribution Corporation is the Utility segment of National Fuel Gas Company, a diversified energy company that is engaged in a number of natural gas-related activities. The Utility provides natural gas service for 2.2 million residents in Western New York and Northwestern Pennsylvania. For more information, visit [www.nationalfuel.com](http://www.nationalfuel.com).

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