



University at Buffalo
The State University of New York

Office of International Education
International Student and Scholar Services

Utilities (Natural Gas & Electricity)

Information for International Students, Scholars & Employees

Natural Gas

Many homes in Western New York use natural gas to heat the house and water, and to run certain appliances (e.g. clothes dryers, stove). If you move to an apartment off-campus, you will need to set up an account with a natural gas provider. National Fuel is the primary company which provides natural gas (www.natfuel.com) to customers in this area.

How can I set up service?

Because you will most likely be a new user, you will not have an existing account with National Fuel. Therefore, you must call their office (716-686-6123) to set up a time to go to one of their locations. When you go there, you will need to bring two forms of identification: 1) your passport, and 2) your UB card.

Please review National Fuel's website for more information:
www.natfuel.com/forhome/gettingservice.aspx

Where is National Fuel located?

National Fuel has two locations:

409 Main Street
Buffalo, NY 14203
Cheektowaga, NY 14227

AppleTree Business Park
2875 Union Rd. Suite 44

How will I be billed?

National Fuel purchases gas for you and delivers the gas to you at a regulated rate. It owns, maintains and uses gas meters to measure how much natural gas you use. You should have a gas meter either inside or outside your house.

A National Fuel representative may visit your home close to the scheduled date on your bill to read your gas meter. When the representative comes to your house, please ask for identification. **All service representatives carry identification cards and should produce identification if it is not immediately visible.**

If the representatives cannot take a gas reading, National Fuel will bill you based upon an estimated calculation. They will calculate your bill based on past usage, recent temperature information and current gas prices. In this case, the amount of your bill will fluctuate and may not accurately reflect the amount of gas you used in a given month.

How can I prevent estimated bills?

You can read your own meter. You can either enter the meter reading online or call (716) 634-7323. To learn more about submitting your meter reading online or enrolling in the online services program visit:

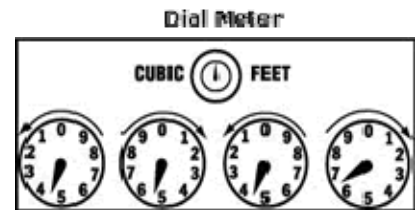
www.nationalfuelgas.com/OnlineAccountServices.aspx

How do I read the meter?

Your home will have either a dial meter or a numeric meter. Please refer to the diagram that corresponds to your meter and follow the instructions.

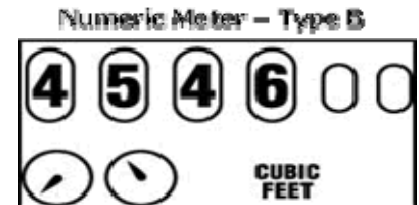
Dial Meter Instructions:

When the pointer on the dial is between two numbers, always record the lower number. In the illustration, the first dial on the left registers 4. The second dial registers 5, the third 4 and the fourth 6. So the correct reading is 4546 hundred cubic feet (ccf).



Numeric Meter Instructions:

If using a numeric meter, simply record the numbers as shown. The correct reading for this meter type is also 4546 hundred cubic feet (ccf).



You can also submit a meter reading on-line at

www.nationalfuelgas.com/OnlineAccountServices.aspx

What should I know about gas safety?

Carbon monoxide is a colorless, odorless, potentially dangerous gas produced when fuel (Ex. natural gas) is burned without enough air for complete combustion. If inhaled in large quantities for a prolonged time period, carbon monoxide can cause unconsciousness, brain damage and death.

Learning to recognize the symptoms of carbon monoxide poisoning is the first step toward protecting you and your family. These symptoms include:

- Fatigue
- Coughing
- Headache
- Irregular breathing
- Dizziness
- Overall paleness
- Nausea
- Cherry red lips and ears

If you, or a family member, experience these symptoms, immediately open windows and doors to ventilate your home. Then move outside into the fresh air and call 911 or your local fire department.

There are a number of steps you can take to minimize the potential danger of carbon monoxide:

- Never use a gas oven or stovetop to heat your home.
- Never run an automobile or gasoline engine in an enclosed space.
- Never use a portable charcoal or propane grill indoors.
- Ensure that your home has a carbon monoxide detector
Note: Carbon monoxide detectors work much like smoke alarms. If they sense carbon monoxide in the air, they sound an alarm. These detectors can be purchased at many stores, including Wal-Mart, Home Depot and Target, and range in price from \$15-\$30.

How can I detect a gas odor?

Natural gas is colorless and odorless. Companies add an odorant that produces a distinctive "gas smell" so that leaks are easier to detect. If you detect a faint gas smell, check to see if you have a pilot light out or a burner that is not completely turned off. If you smell a strong gas odor, or are unable to detect the cause of the odor:

- Do not switch lights on or off.
- Do not light any matches.
- Open doors and windows to ventilate.
- Leave the building.
- Call National Fuel's 24-hour gas emergency line, 1-800-444-3130, from another location.

Electric Service

If you move to an apartment off-campus, you will need to set up an account with an electricity provider. In western New York, National Grid and NYSEG provide electricity (www.nationalgridus.com/niagaramohawk/index.asp, www.nyseg.com/). Which service provider you use will depend on where you live in Western New York. Either ask your landlord which provider to contact or contact each provider yourself to inquire whether or not they work in your area.

How can I set up service?

Because you are most likely a new user, you will not have an existing account with National Grid or NYSEG.

NYSEG customers should call customer service at 1-800-572-1111 to set up an account. When you call, you will need to provide your passport number. If you do not have a Social Security Number, you will have to pay a security deposit before your account can be created. However, this deposit may be waived if you have a bank

account and agree to have your monthly bill automatically deducted from your account. If you choose this option, be prepared to provide your bank routing number and account number. After your account is created, a NYSEG representative may need to visit your home to turn on the electricity. If you have questions about setting up your account, please contact NYSEG at 1-800-572-1111.

National Grid customers must call 1-800-642-4272 to start service. You will be asked to fax copies of your passport and UB card. You may be asked to fill out additional paperwork after they have received your identification.

How will I be billed?

When you set up service in your new residence, you will be told by the National Grid or NYSEG representative which type of meter you have. Most houses in Buffalo have meters that can be automatically read by the company. Some houses have a manual meter that needs to be read by a company representative.

If you have a manual meter (which has dials for the meter) that is not automatically read, your bill provides the date that your meter will be read by a representative (Upon activating service, you will know if you are required to be home to have the meter read.).

If you want to submit your own meter reading, please follow the instructions below:

1. Standing in front of the meter, start with the dial on the right. Please note that each hand moves in the opposite direction of the preceding dial--either clockwise or counterclockwise.



2. If the hand is pointed between two numbers, record the number the hand has just passed. This will be the smaller number. Whenever the hand is between the 9 and 0, use 9 as the lower number.
3. Continue reading the dials from right to left. Note the direction the hand is turning and use the last number that the hand has passed. (You don't necessarily use the number the hand is closest to.)
4. When the pointer is directly on a number, check the dial to the right to make sure it has passed 0 and is headed toward 1. If the dial to the right hasn't passed 0, use the next lowest number.
5. Be sure to note your meter number when reading your meter. You may be required to include this number to report your meter reading.

If you are a National Grid customer you can pay your bill online at:

https://www1.nationalgridus.com/niagaramohawk/YourAccount/DualLogin.aspx?ReturnUrl=%2fniagaramohawk%2fyouraccount%2fEnhanced_Access%2fPayOnline.aspx

National Grid customers can submit meter readings at:

www1.nationalgridus.com/niagaramohawk/youraccount/forms.aspx?Form=MeterRead

If you are a NYSEG customer you can pay your bill on-line at:

www.nyseg.com/YourAccount/payyourbill/default.html

NYSEG customers can submit meter readings at:

www.nyseg.com/YourAccount/onlineservices/default.html

Whom do I call if I have questions?

If you have any questions about your National Grid account, contact Customer Service at 1-800-642-4272. If you experience a power outage, call 1-800-867-5222

If you have any questions about your NYSEG account, contact Customer Service at 1-800-572-1111. If you experience an interruption in your electricity service or have an electricity emergency, call 1-800-572-1131. If you experience an interruption in your gas service or have a natural gas emergency, call 1-800-572-1121.