

PSC NO: 8 GAS
NATIONAL FUEL GAS DISTRIBUTION CORPORATION
INITIAL EFFECTIVE DATE: 12/28/07
ISSUED IN COMPLIANCE WITH ORDER IN CASE NO. 07-G-0141 DATED 12/21/07.

LEAF: 63
REVISION: 4
SUPERSEDING REVISION: 2

GENERAL INFORMATION (Cont'd)

II. 9.m. CONTINUED

form of notice required by the Public Service Commission rules contained in 16 NYCRR Sections 11.2, 13.15 and 275.

The Company will not discontinue service regarding a disputed bill or deposit until it has complied with said Commission rules.

Copies of the Company's complaint handling procedures and form of notice are on file with the Commission and are available to the public upon request at Company offices where application for service may be made.

10. RECONNECTION OF SERVICE OTHER THAN AGGREGATION SERVICE
UNDER SERVICE CLASSIFICATION NO. 19

When service has been cut off by the Company for nonpayment of bills rendered for service, the Company will further charge the Customer an additional eighty-seven dollars (\$87.00) for service reconnection. For non-residential Customers, the reconnection charge may be required to be paid in advance of service reconnection.

a. Residential Customers

When a residential Customer's service is discontinued for nonpayment of bills, the Company reserves the right to refuse to furnish service at the same or any location until:

- (1) The Company receives the full amount of arrears for which service was terminated; or
- (2) The Company and the Customer reach agreement on a deferred payment plan and the payment of a down payment, if required, under that plan, or
- (3) The Commission or its designee directs the restoration of service; or
- (4) The Company receives a commitment of a direct payment or written guarantee of payment

Issued by R. J. Tanski, President, 6363 Main Street, Williamsville NY 14221
(Name of Officer, Title, Address)