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COMPANY: NATIONAL FUEL GAS DISTRIBUTION CORPORATION REVISION: 0
INITIAL EFFECTIVE DATE: 04/01/98 SUPERSEDING REVISION:
STAMPS:
Cancelled by 1 Rev. Leaf No. 271 Effective 04/01/1999
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SERVICE CLASSIFICATION No. 19 (Cont*d)

SUPPLIER TRANSPORTATION, BALANCING AND AGGREGATION - Continued

and the staff of the Consumer Services Division, Department of Public Service, shall receive a sample copy.

- (4) Procedures are in place to ensure residential Customers receive adequate prior notice of termination of gas supply services. The procedures must provide that notifications be sent to the residential Customer(s) and to the Company at least 15 days before discontinuation of supply service to allow residential Customers the opportunity to pay the overdue bill or request service from another provider.

b. STBA Service on Behalf of Non-Residential Customers

- (1) Contracts between Suppliers and non-residential Customers must contain a statement advising the Customers of protections that have been waived in the transaction. Each Supplier will file with the staff of the Consumer Services Division, Department of Public Service, Three Empire State Plaza, Albany, New York 12223, a copy of its standard contract.
- (2) A reasonable dispute resolution process is established. Until such time as a process is developed and put into effect, and for a period ending September 28, 1996, non-residential Customers will be allowed to approach the Consumer Services Division for resolution of disputes.

10. STBA Service Agreement

The initial term of the STBA Service Agreement shall be one year, renewable annually for successive one-year terms unless canceled by default of any terms or conditions hereof, or by Supplier on sixty (60) days written notice prior to the end of a term, or otherwise by mutual agreement.

11. Force Majeure

Supplier will be excused from delivering the required daily quantity of supply on any given day for Force Majeure events which directly and substantially affect a Supplier's natural gas deliveries to the Company and for which alternate supply arrangements cannot be obtained by Supplier or, if the Supplier is unsuccessful in obtaining alternate supplies, for which the Company cannot obtain supplies on behalf of the Supplier. For supplies provided by the Company, the Supplier shall be charged the higher of the rate for

Issued by P.C. Ackerman, President, 10 Lafayette Square, Buffalo NY 14203
(Name of Officer, Title, Address)