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COMPANY: NATIONAL FUEL GAS DISTRIBUTION CORPORATION REVISION: 3  
INITIAL EFFECTIVE DATE: 06/21/02 SUPERSEDING REVISION: 2  
STAMPS: ISSUED IN COMPLIANCE WITH ORDER IN CASE NO. 00-G-1858 DATED 4/18/02.  
RECEIVED: 06/20/02 STATUS: Effective EFFECTIVE: 06/21/02  
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 Office of Consumer Services, 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.

9. Temporary Interim Billing Service

The default billing service under this Service Classification is Single Retailer Model, by which the Supplier issues a single bill consolidating Supplier charges with the Company's charges. The Company prescribes no specific form or content requirements for the Supplier's consolidated bill.

Supplier may elect the Company's Temporary Interim Billing Service ("TIBS"). By electing TIBS, Supplier agrees to permit the Company to perform all retail billing functions for Supplier's STBA Customers, including invoicing, remittance processing and customer service activities. TIBS is available to all Suppliers who execute a TIBS Agreement. TIBS is a temporary service that will terminate upon the effective date of a permanent billing service, filed in compliance with Case 99-M-0631, and approved by the Commission. Suppliers who elect TIBS service shall be qualified to receive the Company's successor billing service under Case 99-M-0631.

TIBS billing and payment processing practices are defined below and in the TIBS Agreement and Procedures Manual. Billing and payment processing practices set forth in the Commission's Order Establishing Uniform Retail Access Billing and Payment Processing Practices, Appendix A, dated May 18, 2001, in Case Nos. 99-M-0631 and 98-M-1343 ("Billing and Payment Practices") (as found on the Commission's website at [www.dps.state.ny/ubr.htm](http://www.dps.state.ny/ubr.htm)), as modified from time-to-time, shall replace TIBS billing and payment processing practices when Electronic Data Interchange ("EDI") is operational, and, to the extent necessary, additional conforming tariff modifications are implemented.

Issued by D. F. Smith, President, 10 Lafayette Square, Buffalo NY 14203  
(Name of Officer, Title, Address)