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COMPANY: NATIONAL FUEL GAS DISTRIBUTION CORPORATION REVISION: 0

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GENERAL INFORMATION (Cont*d)

II. 8.h. CONTINUED

(f) Consummating the Agreement:

The copy of the written Agreement must be signed by the customer and returned to the Company with the required downpayment, by the specified date, in order to be valid and enforceable. In the case of customers who are subject to a final notice of termination, the signed Agreement must be returned to the Company, or a Company representative, by the day before the earliest day on which termination may occur in order to avoid termination. If the Agreement is not signed and returned as required, the Company has the right to terminate service to the customer.

(g) Renegotiating Agreements:

If a customer or applicant demonstrates that his or her financial circumstances have changed significantly because of circumstances beyond his or her control, the Company will amend the terms of the Agreement to reflect such changes.

(h) Broken Agreements:

If a customer fails to make timely payment of installments in accordance with a payment Agreement, the Company will send a reminder notice before sending a final notice of termination. If a customer fails to pay an installment by the 20th day after payment was due and has not negotiated a new Agreement, the Company may demand full payment and send a final notice of termination in accordance with 16 NYCRR §11.4 and §11.10 of the Regulations and the Company's tariff at General Information Section 9.c.

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