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COMPANY: NATIONAL FUEL GAS DISTRIBUTION CORPORATION REVISION: 0
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GENERAL INFORMATION (Cont*d)

II. 8. CONTINUED

d. Meter Reading, Estimated Bills, Backbilling and Fixed-Factor Billing for Non-Residential Customers

(1) Meter Reading

The Company shall attempt to read the meter on a regularly scheduled basis. The Company shall determine whether the meter should be scheduled for reading on a monthly or bimonthly basis. The Company shall attempt to obtain a reading by visiting the premises between 8 a.m. and 5 p.m. on a business day.

In the event that the Company has billed a non-residential customer based on readings of a remote registration device for six consecutive months, the Company shall, at the time of every subsequent reading attempt and until successful, try to gain access to read the meter. In the event that the Company has billed a non-residential customer based on customer readings for six consecutive months, and did not obtain an actual reading at the time of the next regularly scheduled or follow up reading attempt thereafter, the Company shall, within seven calendar days after the last attempt, either make another reading attempt or attempt to schedule an appointment with the non-residential customer to read the meter.

(2) Estimated Bills

The Company may render an estimated bill to a non-residential customer for a regular cycle billing period when:

- (a) the Company has failed to obtain access to the meter;
- (b) circumstances made obtaining an actual reading of the meter extremely difficult, despite having access to the meter area; provided, however, that estimated bills for this reason may be rendered no more than twice consecutively without the Company advising the non-residential customer in writing of the specific circumstances and the non-residential customer's obligations to have the circumstances corrected;
- (c) the Company has good cause for believing that an actual or customer reading obtained is likely to be erroneous; provided, however, that estimated bills for this reason may be rendered no more than twice consecutively without the Company initiating corrective action before the rendering of the next cycle bill;

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