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

II. 8. CONTINUED

c. Meter Reading, Estimated Bills and Backbilling for Residential Customers

(1) Meter Reading and Estimated Bills

For the months in which the meters are not read, or should any meter or measuring device used under an agreement for service for any reason fail to register for any period of time the full usage of service by a customer, or if the actual usage of service cannot be obtained because of the inability of the Company to read a meter or measuring device, the usage of service by such customer shall be estimated by the Company on the basis of available data and the customer shall be billed accordingly.

Estimated bills may be routinely sent to the customer for a period of four months or two billing periods, whichever is greater. If no actual reading is obtained after the aforementioned period, the Company shall take reasonable actions to obtain an actual meter reading. Such actions may include but are not limited to:

- (a) Making an appointment with the customer and/or such other person who controls access to the meter, for the purpose of obtaining a reading at a time to include times other than during normal business hours; or
- (b) Offering the customer and/or such other person who controls access to the meter the opportunity to phone in meter readings; or
- (c) Providing to the customer and/or such other person who controls access to the meter cards on which he or she may record the reading and mail it to the Company.

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