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COMPANY: NATIONAL FUEL GAS DISTRIBUTION CORPORATION REVISION: 0
INITIAL EFFECTIVE DATE: 04/01/98 SUPERSEDING REVISION:
STAMPS:
RECEIVED: 01/05/98 STATUS: Effective EFFECTIVE: 04/01/98
GENERAL INFORMATION (Cont*d)

II. 9.1. CONTINUED

The Company shall act promptly to restore service as soon as possible after disconnection under this Section; provided, however, that service need not be restored to any building, unit, or piece of equipment if, at the time restoration is to occur, the Company has the lawful right to terminate service for another reason.

The Company shall also have the right to suspend, curtail or disconnect service to non-residential users without notice:

- (a) when there is no customer and service is being provided through tampered equipment;
- (b) when there is no customer and the Company can show that the user will require service for less than one week, provided that the Company makes a reasonable effort to advise the user before disconnection and to provide the user the opportunity to apply for service; or
- (c) when there is no customer and the Company has provided advance written notice of its intent to disconnect service unless the responsible party applies for service and is accepted as a customer, and advising the occupant of the nearest Company office where an application can be made. Notice shall be given under this paragraph personally, by posting (48 hours prior to termination) or by mailing at least five and no more than 30 days prior to disconnection.

This Paragraph shall not obviate the Company's obligations under 16 NYCRR §§11.7 and 11.8.

m. Complaint Procedures

Any complaint filed with the Company regarding disputed bills, charges or deposits will be promptly investigated in accordance with the procedures and

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