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COMPANY: NATIONAL FUEL GAS DISTRIBUTION CORPORATION REVISION: 0

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GENERAL INFORMATION (Cont*d)

II. 3.f. CONTINUED

g. Installation of Additional Mains and Service Lines

The Company shall install at its own expense the main and service lines as provided in Section II.3.b. However, the Company may install additional mains and service lines without charge to the customer when, in the opinion of the Company, the customer's anticipated load justifies the Company's investment in additional facilities. The Company further retains the right to require such customers to make reasonable assurances as to their anticipated purchases of the Company's service.

4. <u>INSPECTION, MAINTENANCE AND REPLACEMENT OF FACILITIES</u>

- a. The Company shall be responsible for the inspection, testing, operation, maintenance, replacement and reconstruction of all mains, service lines, service connections and appurtenant facilities which it uses to supply gas to customers.
- b. The Company will bear the cost of inspecting, testing and operating all facilities, along with the cost of maintaining, replacing or reconstructing all main and appurtenant facilities. It will also bear the cost of maintaining, replacing or reconstructing the service line and appurtenant facilities necessary to serve each as if such customer were an applicant for service, unless an act or omission of the customer necessitates the replacement or reconstruction.
- c. If an act or omission of any customer who had installed facilities necessitates the replacement or reconstruction of such facilities, the customer will pay to the Company the cost of replacement or reconstruction.

5. SPECIAL SERVICES ON CUSTOMER'S PREMISES WITHOUT CHARGE

Complaints regarding service interruptions or quality of service will be investigated by

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