

..DID: 18942  
..TXT: PSC NO: 8 GAS LEAF: 267  
COMPANY: NATIONAL FUEL GAS DISTRIBUTION CORPORATION REVISION: 3  
INITIAL EFFECTIVE DATE: 05/01/02 SUPERSEDING REVISION: 2  
STAMPS: ISSUED IN COMPLIANCE WITH ORDER IN CASE NO. 00-G-1858 DATED 4/18/02.  
RECEIVED: 04/22/02 STATUS: Effective EFFECTIVE: 05/01/02  
SERVICE CLASSIFICATION No. 19 (Cont'd)

SUPPLIER TRANSPORTATION, BALANCING AND AGGREGATION - Continued

Provisions of TIBS

- a. TIBS includes invoicing, remittance processing and call center activities. Distribution representatives can assist Customers with inquiries regarding utility charges, service and bill calculation. Customers with questions relating to a Supplier's rate or services will be instructed to contact the Supplier.
- b. Company will bill a Supplier's STBA Customers for gas supplies sold by the Supplier together with Company's STBA charges, excluding current balancing charges and associated penalties, if any, which will be billed directly to STBA Supplier.
- c. Customer payments received by the Company will be applied first to utility charges due under a deferred payment agreement, and next to utility charges past due and current, next to past due STBA Supplier charges (imbalance charges) and lastly to charges for other services (including TIBS). Remaining proceeds will be remitted to Supplier on a daily basis, unless otherwise agreed.
- d. TIBS is a "rate-ready" service. Accordingly, the STBA Supplier must timely provide the Company with billing rate data in an acceptable form and manner.
- e. Customer Budget billing is available under TIBS.
- f. TIBS bills are issued according to the Company's traditional cycle billing schedule, based on meter-read dates available for inspection on the Company's web site.
- g. The charge for TIBS shall be \$0.84 per Customer bill issued. This price is subject to modification (1) consistent with a compliance filing, issued by the Company and approved by the Commission, pursuant the billing order in Case 99-M-0631; or (2) upon the effective date of a tariff amendment, filed by the Company and approved by the Commission.
- h. For utility services, Customers receiving TIBS billing shall receive consumer protections available to bundled service utility Customers (under, e.g., Service Classification Nos. 1 and 3).
- i. Supplier is obligated to maintain consumer response capabilities for customer inquiries regarding Supplier's services and rates.
- j. The Billing Back-out Credit described infra at Special Provisions Section 21 shall be provided to retail customers in the form of a credit set forth on the TIBS bill.

10. STBA Service Agreement

The initial term of the STBA Service Agreement shall be one year, renewable annually for successive one-year terms unless canceled by default of any terms or conditions hereof, or by Supplier on sixty (60) days written notice prior to the end of the term, or otherwise by mutual agreement.

Issued by D. F. Smith, President, 10 Lafayette Square, Buffalo NY 14203  
(Name of Officer, Title, Address)