

PSC NO: 9 GAS
NATIONAL FUEL GAS DISTRIBUTION CORPORATION
INITIAL EFFECTIVE DATE: 07/01/2020

SECTION: 0 LEAF: 43
REVISION: 4
SUPERSEDING REVISION: 3

GENERAL INFORMATION (Cont'd)

II.9. DISCONTINUANCE OF SERVICE OTHER THAN AGGREGATION SERVICES UNDER SERVICE CLASSIFICATION NO. 19

A. Discontinuance by the Customer

Customers who intend to move from the premises supplied with gas, discontinue the use of gas, or in any manner terminate their liability to pay for gas delivered to the premises, shall give at least two (2) business days notice thereof to the Company and provide access to the meter, for a final reading within 48 hours of discontinuance. The Company shall not be required to provide a physical meter reading during a holiday, non-work day, or in extremely difficult conditions, but shall instead provide such a meter reading on the next available workday. The customer will remain liable for all gas which passes through the meter until notice and access is provided.

B. Grounds for Disconnection or Termination

(1) Residential Customers

The Company may disconnect the supply of gas to residential customers for nonpayment of bills rendered for any service, for the failure to post a lawfully required deposit, or for failure to provide access to all service lines, piping and connections, provided, that a final notice of disconnection is issued to the customer in accordance with the time and content requirements set forth below.

(2) Non-residential Customers

The Company may terminate the supply of gas to non-residential customers for the following reasons: (i) the failure to pay any tariff charge due for which a proper written bill itemizing the charge has been sent, except that such charges must relate to service used less than six years before the first bill containing these charges was rendered, (ii) for failure to pay amounts due under a deferred payment agreement, (iii) for failure to pay a lawfully requested security deposit, (iv) for failure to provide reasonable access to the premises for the necessary and proper purposes in connection with the rendering of service (including meter installation, reading or testing, inspection of all service lines, piping and connections, or the maintenance, removal or securing of the Company's property in accordance with 16 NYCRR 13.8(c)), (v) when service is provided through tampered equipment; or (vi) the failure to comply with any other provisions of the Company's tariff which permits the Company to refuse to supply or terminate service.

(3) Dishonored Negotiable Instruments

Notwithstanding anything to the contrary herein, the receipt of a subsequently dishonored negotiable instrument from a residential or non-residential customer in response to a notice of discontinuance shall not constitute payment of the customer's account, and the Company shall not be required to issue additional notice prior to disconnection.

C. Notice of Disconnection or Termination - Time and Contents

(1) Residential Customers

The Company may disconnect the supply of gas to residential customers no sooner than 15 days

Issued by D.L. DeCarolis, President, 6363 Main Street, Williamsville, NY 14221

(Name of Officer, Title, Address)