

PSC NO: 9 GAS SECTION: 0 LEAF: 50
NATIONAL FUEL GAS DISTRIBUTION CORPORATION REVISION: 1
INITIAL EFFECTIVE DATE: 05/01/2017 SUPERSEDING REVISION: 0
ISSUED IN COMPLIANCE WITH ORDER IN CASE NO. 16-G-0257 DATED 04/20/17

GENERAL INFORMATION (Cont'd)

II.10. RECONNECTION OF SERVICE OTHER THAN AGGREGATION SERVICE UNDER SERVICE CLASSIFICATION NO. 19

When service has been disconnected or terminated by the Company for nonpayment of bills rendered for service, the Company will further charge the Customer an additional fee for service reconnection as specified in General Information Section 38.B.(3). The Company shall waive this fee up to one time per year for any Customer who has been approved for or received payment under the Federal Home Energy Assistance Program ("HEAP") during the current or previous HEAP plan year. For non-residential Customers, the reconnection charge may be required to be paid in advance of service reconnection.

A. Residential Customers

When a residential Customer's service is disconnected for nonpayment of bills, the Company reserves the right to refuse to furnish service at the same or any location until:

- (1) The Company receives the full amount of arrears for which service was disconnected; or
- (2) The Company and the Customer reach agreement on a deferred payment plan and the payment of a down payment, if required, under that plan, or
- (3) The Commission or its designee directs the restoration of service; or
- (4) The Company receives a commitment of a direct payment or written guarantee of payment from the social services official of the social services district in which the customer resides; or
- (5) The Company has notice that a serious impairment to health or safety is likely to result if service is not reconnected. Doubts as to whether reconnection of service is required for health or safety reasons shall be resolved in favor of reconnection.

B. Non-residential Customers

When a non-residential customer's service is terminated for non-payment, the Company reserves the right to refuse the customer's request to restore service until payment of the reconnection charge along with any other charges, fees and penalties due, and further provided compliance with one of the following:

- (1) the Company receives full payment of the arrears and/or a security deposit for which service was terminated, and any other tariff charges billed after the issuance of the termination notice which are in arrears at the time reconnection is requested; or
- (2) the Company and the customer reach an agreement on a deferred payment plan and the payment of a down payment if required under that plan.

The Company shall also reconnect service when the Commission or its designee directs

Issued by C. M. Carlotti, President, 6363 Main Street, Williamsville, NY 14221
(Name of Officer, Title, Address)