

PSC NO: 9 GAS
NATIONAL FUEL GAS DISTRIBUTION CORPORATION
INITIAL EFFECTIVE DATE: 05/31/2016

SECTION: 19 LEAF: 14
REVISION: 0
SUPERSEDING REVISION:

SERVICE CLASSIFICATION No. 19 (Cont'd)

SUPPLIER TRANSPORTATION, BALANCING AND AGGREGATION - Cont'd

Supplier agrees to permit the Company to perform all retail billing functions for Supplier's STBA Customers, including invoicing, remittance processing and customer service activities, Consolidated Billing Service ("CBS") which incorporates a Purchase of Accounts Receivable Program ("POR") as outlined in Case 04-G-1047.

CBS billing and payment processing practices are defined below and in the CBS Agreement and Procedures Manual. Billing and payment processing practices set forth in the Commission's Order Establishing Uniform Retail Access Billing and Payment Processing Practices, Appendix A, dated May 18, 2001, in Case Nos. 99-M-0631 and 98-M-1343 ("Billing and Payment Practices") (as found on the Commission's website), as modified from time-to-time.

Provisions of CBS:

- a. CBS 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 according to the procedures adopted by the Commission in its order issued on December 5, 2003 in Cases 03-M-0117 et al. and reflected in the UBPs.
- d. CBS 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 CBS.
- f. CBS 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. For utility services, Customers receiving CBS billing shall receive consumer protections available to bundled service utility Customers (under, e.g., SC 1 and 3).
- h. Supplier is obligated to maintain consumer response capabilities for Customer inquiries regarding Supplier's services and rates.

(3) CBS POR Provisions:

- a. For a pilot period of three years, terminable by the Company at the end of the third year

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