

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

SECTION: 19 LEAF: 13
REVISION: 0
SUPERSEDING REVISION:

SERVICE CLASSIFICATION No. 19 (Cont'd)

SUPPLIER TRANSPORTATION, BALANCING AND AGGREGATION - Cont'd

- (3) Except where Supplier agrees to accept the accuracy of the Company's balancing, automated meter reading devices must be installed at Supplier's expense for all transportation Customers in the Supplier's STBA Group that are converting from tariff sales service.

I. CONSUMER PROTECTIONS

- (1) In addition to satisfying the above creditworthiness criteria, Suppliers seeking to obtain service hereunder to sell gas to Customers must demonstrate that they have met the following requirements:
- a. Contracts between Suppliers and residential Customers must contain specific language advising Customers of protections that have been waived in the transaction. Each Supplier must file with the staff of the Office of Consumer Services, Department of Public Service, Three Empire State Plaza, Albany, NY 12223, a copy of its standard contract.
 - b. A system to handle residential Customer complaints is operational and that the Public Service Commission help and hotline numbers are provided to Customers.
 - c. The bills rendered will be clear and in plain language and the staff of the Consumer Services Division, Department of Public Service, shall receive a sample copy.
 - d. Procedures are in place to ensure residential Customers receive adequate prior notice of termination of gas supply services as provided in the UBPs.
- (2) STBA Service on Behalf of Non-Residential Customers
- a. Contracts between Suppliers and non-residential Customers must contain a statement advising the Customers of protections that have been waived in the transaction. Each Supplier will file with the staff of the Office of Consumer Services, Department of Public Service, Three Empire State Plaza, Albany, NY 12223, a copy of its standard contract.
 - b. Pursuant to UBP Section: 8 (or its successor), non-residential Customers may approach the Department of Public Service for resolution of disputes.

J. BILLING SERVICE OPTIONS

- (1) The default billing service under this Service Classification is the Marketer Combined Bill, by which the Supplier issues a single bill directly to the Customer. The Company prescribes no specific form or content requirements for the Supplier's bill.
- (2) In place of or in addition to the Marketer Combined Bill, Supplier may elect either the dual-billing option, as described in the UBPs, and/or the Company's utility combined bill option under which

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