

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

SECTION: 0 LEAF: 12  
REVISION: 0  
SUPERSEDING REVISION:

## GENERAL INFORMATION (Cont'd)

### II.2. OBTAINING GAS SERVICE FROM THE COMPANY

#### A. Applications for Service

Application for and/or acceptance of gas service by or on behalf of any residential customer or non-residential customer shall constitute an agreement to accept gas service under the terms and conditions of the pertinent application and this tariff, including all pertinent rates and charges, and any subsequently effective revisions thereto. The application, whether oral or written, and the terms and conditions of this tariff, including all effective revisions, shall constitute the contract between the person or entity accepting service, the applicant or the customer and the Company, and shall not be modified or affected by any promise, agreement or representation, oral/written, except as is expressly authorized by this tariff. Any person or entity, for whom the Company is unable to locate a written application for any reason, who has been provided gas service and/or has made payments for bills rendered for service, shall be presumed to have made an oral application for service.

#### (1) Residential Service

Subject to the following provisions of this Section, an application for gas service may be made by mail, by telephone call, or by in-person application at the Company's offices. Applications shall be made only to duly authorized representatives of the Company.

A residential service application may be oral or written. An oral application for service shall be deemed completed when the applicant provides his or her name, address, telephone number and address of any prior account (if any) or any prior account number (if any), together with reasonable proof (as determined by the Company) of the applicant's identity. The Company may require an applicant to complete a written application, as a condition of service, if:

- a. there are arrears at the premises to be served and service was disconnected due to non-payment or is subject to a final notice of disconnection; or
- b. there is evidence of meter tampering or theft of service; or
- c. the meter was advanced and there is no customer of record; or
- d. the application is made by a third party on behalf of the person(s) who will receive the service.

Whenever a written application for residential service is required, the Company shall so notify the applicant as soon as practicable after the request for service is made, and in no event more than two business days after such request, and shall state the basis for requiring a written application. A written application may require the submission of information required in an oral application and reasonable proof of the applicant's identity and responsibility for service at the premises to be served. A written application containing the required information shall be deemed completed when received by the Company.

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