

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

SECTION: 0 LEAF: 34
REVISION: 0
SUPERSEDING REVISION:

GENERAL INFORMATION (Cont'd)

II.8.D. – Cont'd

- d. circumstances beyond the control of the Company prevented the meter reader from making a premises visit;
- e. an actual reading was lost or destroyed; provided, however, that an estimated bill for this reason shall be rendered no more than once without the Company initiating corrective action before the rendering of the next cycle bill;
- f. an estimated reading has been prescribed or authorized by the Commission for a particular billing cycle;
- g. an estimated reading is otherwise allowed by the Company's tariff; or
- h. an unmetered condition was in existence during the period.

The Company will issue non-access notices to all access controllers who fail to provide access to the meter. All notices will be issued in compliance with the Commission's regulations (16 NYCRR 13.8). The Company will assess a non-access charge of \$100 to any access controller who fails to allow the Company access to the meter after receiving written notice from the Company. The access controller may be subject to termination of service in the event that the access controller refuses to provide access.

(3) Backbilling

The Company shall not render a backbill more than six months after the Company actually became aware of the circumstance, error or the condition that caused the underbilling, unless a court extends the time to render a backbill.

The Company shall not upwardly revise a backbill unless the revised backbill is rendered within 12 months after the Company actually became aware of the circumstance, error, or condition that caused the underbilling, and

- a. the customer knew or reasonably should have known that the original billing or the first backbill was incorrect; or
- b. new information shows that the first backbill was incorrect

The Company shall render a downwardly revised backbill as soon as reasonably possible and within two months after the Company becomes aware that the first backbill was excessive.

The Company shall not render a backbill for any underbilling when the reason for the underbilling is apparent from the customer's service application, or could have been revealed in a service application and the Company failed to obtain and retain one.

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