

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

SECTION: 0 LEAF: 37
REVISION: 0
SUPERSEDING REVISION:

GENERAL INFORMATION (Cont'd)

II.8. – Cont'd

F. Interest on Customer Overpayments

The Company shall provide interest on Customer overpayments in accordance with 16 NYCRR 277.

A Customer overpayment is defined as payment by the Customer to the Company in excess of the correct charge for gas service supplied to the Customer, which was caused by erroneous billing by the Company.

The rate of interest on Customer overpayments shall be the greater of the unadjusted Customer deposit rate or the applicable late payment rate, if any, for the Service Classification under which the Customer was billed. Interest shall be paid from the date when the Customer overpayment was made, adjusted for any changes in the deposit rate or late payment rate, and compounded monthly, until the date when the overpayment was refunded.

The Company shall be required to pay interest according to the terms herein on any Customer refunds that occurred on or after August 24, 1992. Interest will not be paid on Customer overpayments that are refunded within 30 days after such overpayment is received by the Company.

G. Shared Meters

In accordance with 16 NYCRR 11.30 - 11.32, and Section 52 of Public Service Law, when a tenant's service meter also registers utility service used outside the tenant's dwelling and/or control, the tenant is not required to pay the charges for that service. The owner has three options when shared metering has been determined:

- (1) Request the meter be placed in the owner's name;
- (2) Correct the condition; or
- (3) If allowed by law and if certain conditions are met, enter into a mutually acceptable agreement.

Following 120 days after the determination that a shared meter exists, if the owner does nothing, the Company will automatically place the account in the owner's name without their request. The Company will rebill for past service in accordance with Section 52 of Public Service Law. A Customer may request a copy of Section 52 of Public Service Law and 16 NYCRR 11.30 - 11.32 from the Company.

H. Deferred Payment Agreement

(1) Residential Customers

a. General Rules:

The Company will not disconnect or refuse to restore or provide service to a residential

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