

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

SECTION: 0 LEAF: 32
REVISION: 0
SUPERSEDING REVISION:

GENERAL INFORMATION (Cont'd)

II.8.C. – Cont'd

- a. Making an appointment with the customer and/or such other person who controls access to the meter, for the purpose of obtaining a reading at a time to include times other than during normal business hours; or
- b. Offering the customer and/or such other person who controls access to the meter the opportunity to phone in meter readings; or
- c. Providing to the customer and/or such other person who controls access to the meter a meter read schedule and instructions to provide readings to the Company.

If the person who controls access fails to arrange an appointment in response to a second request and the Company is unable to obtain an actual meter reading, the Company may add a charge of twenty-five dollars (\$25) to the next bill of the recipient of the notice. If the Company intends to obtain a court order to gain access to the meter, it shall inform the recipient of the notice by certified or registered letter. The letter shall inform the recipient that the purpose of obtaining such a court order is to replace a meter, or, if physically feasible, to relocate the meter or install a remote reading device. The letter shall state that the court costs and the cost of the remote reading device or the meter relocation will be paid by the person who controls access to the meter.

For seasonal and/or short-term Customers, an actual meter reading shall be taken upon termination of service.

Where the Customer desires to have his or her meter read each month, the Company will, if the meter is not scheduled to be read, supply the Customer with a meter read schedule and instructions for supplying meter reads to the Company. The Customer's bill for that month shall be determined therefrom. In case the Customer fails to provide such reading promptly, or obviously fails to read the meter properly, the Company shall estimate the consumption for billing purposes.

A special meter reading fee of twenty dollars (\$20) shall be charged to any party requesting a special meter reading as described in the UBPs.

(2) Backbilling

Where the Company has submitted an estimated bill (or bills) to a residential customer that understate the actual amount of money owed by such Customer for the period when estimated bills were rendered by more than 50 percent or one hundred dollars (\$100), whichever is greater, the Company shall notify the Customer in writing that he or she has the right to pay the difference between the estimated charges and the actual charges in regular monthly installments over a reasonable period that shall not be less than three months.

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