

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

SECTION: 0 LEAF: 45
REVISION: 0
SUPERSEDING REVISION:

GENERAL INFORMATION (Cont'd)

II.9.C. – Cont'd

(4) Contents of the Notice - Residential Customers

The notice indicating disconnection of service will, at a minimum,

a. Clearly indicate:

- i. the reason for service disconnection;
- ii. the total amount required to be paid, indicating the amount for which the customer's account is either in arrears or the required deposit, if any, which must be posted by the customer, or both;
- iii. a method whereby the customer may tender payment of the full sum due and owing, including any required deposit, to avoid the disconnection of service;
- iv. the availability of Company procedures for handling complaints prior to disconnection, including the address and telephone number of the office of the Company the customer may contact in reference to his or her account; and;
- v. the earliest date on which disconnection may be attempted.

b. have printed on the disconnection notice, in a size type capable of attracting immediate attention, the following:

"THIS IS A FINAL DISCONNECTION NOTICE. PLEASE BRING THIS NOTICE TO THE ATTENTION OF THE COMPANY WHEN PAYING THIS BILL."

c. include a summary as prepared or approved by the Public Service Commission stating the protections available to residential customers together with a notice that any customer eligible for such protections should contact the Company.

(5) Contents of the Notice - Non-Residential Customers

The notice indicating termination of service will, at a minimum, state: (i) the reason or reasons for termination, including the total amount required to be paid, if any, and the manner in which termination may be avoided; (ii) the earliest date on which termination may occur; (iii) the address and phone number of the Company office that the customer may contact in reference to his or her account; (iv) that the Company has procedures available for considering customer complaints prior to termination; (v) that the Commission has procedures that are available for considering customer complaints when a customer is not satisfied with the Company's handling of the complaint, including the address and phone number of the appropriate Commission office; (vi) that it is a termination notice which should be brought to the attention of the Company when the bill is paid; (vii) that payment of the charges with a check that is subsequently dishonored may result in immediate termination of service without further notice; and (viii) that at the time the

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