

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

SECTION: 0 LEAF: 47  
REVISION: 0  
SUPERSEDING REVISION:

### GENERAL INFORMATION (Cont'd)

#### II.9.F. – Cont'd

4:00 p.m.

On days when termination of non-residential customers may occur, the Company may terminate service between the hours of 8:00 a.m. to 6:00 p.m., except that on days preceding the days listed above, termination may only occur after 3:00 p.m. if the customer or any person in charge of the premises is informed prior to termination in a personal contact that termination is about to occur and the Company is prepared to accept a check for any payment required to avoid termination.

#### G. Voluntary Third Party Notice Prior to Disconnection of Service

The Company shall permit a residential customer to designate a third party to receive a copy of every notice of disconnection of service sent to such residential customer, provided that such third party indicates in writing his or her willingness to receive such notices.

#### H. Disconnection of Service to Entire Multiple Dwellings

The Company shall not disconnect service to an entire multiple dwelling (as defined in the Multiple Dwelling Law or the Multiple Residence Law) unless the notices specified in the Public Service Law have been given, provided that where any of the notices required there under are mailed in a postage-paid wrapper there shall be no disconnection of service until at least 18 days after the mailing of such notices.

#### I. Disconnection of Service to Two-Family Dwellings

The Company shall not disconnect service to a two-family dwelling that is known by the Company to contain residential units where service is provided by a single meter unless the notices specified in the Public Service Law have been given. For purposes of this section, the term "two-family dwelling" shall mean a building designed and occupied pursuant to local building codes exclusively by two families living independently of each other.

#### J. Multiple and Two-Family Dwelling Procedures in Cold Weather

During the cold weather period beginning November 1 of each year and ending April 15 of the following year, the written notices required in General Information Sections 9.G. and 9.H. shall be provided not less than 30 days before the intended disconnection.

#### K. Disconnection of Residential Service; Special Procedures

Special emergency procedures, required by 16 NYCRR 11, provide special protections for specified residential customers regarding the disconnection and restoration of service in cases involving medical emergencies, the elderly, blind or disabled, and disconnections during cold weather.

Copies of the Company's special procedures are on file with the Commission and are available to the public upon request at Company offices where application for service may be made.

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