

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

SECTION: 0 LEAF: 49
REVISION: 0
SUPERSEDING REVISION:

GENERAL INFORMATION (Cont'd)

II.9.L. – Cont'd

posting (48 hours prior to termination) or by mailing at least five and no more than 30 days prior to disconnection.

This Paragraph shall not obviate the Company's obligations under 16 NYCRR 11.7 and 11.8.

M. Complaint Procedures

Any complaint filed with the Company regarding disputed bills, charges or deposits will be promptly investigated in accordance with the procedures and form of notice required by the Public Service Commission rules contained in 16 NYCRR 11.2, 13.15 and 275.

The Company will not terminate or disconnect service regarding a disputed bill or deposit until it has complied with said Commission rules.

Copies of the Company's complaint handling procedures and form of notice 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)