

PSC NO: 8 GAS
NATIONAL FUEL GAS DISTRIBUTION CORPORATION
INITIAL EFFECTIVE DATE: 04/25/08

LEAF: 266.5
REVISION: 5
SUPERSEDING REVISION: 4

SERVICE CLASSIFICATION No. 19 (Cont'd)

SUPPLIER TRANSPORTATION, BALANCING AND AGGREGATION - Continued

and the staff of the Consumer Services Division, Department of Public Service, shall receive a sample copy.

- (4) Procedures are in place to ensure residential Customers receive adequate prior notice of termination of gas supply services as provided in the UBPs.
- (5) Compliance, on a continuing basis, with the Company's Standards Governing Door-to-door Sales Practices by ESCOs set forth in the Procedures Manual, as amended.

b. STBA Service on Behalf of Non-Residential Customers

- (1) Contracts between Suppliers and non-residential Customers must contain a statement advising the Customers of protections that have been waived in the transaction. Each Supplier will file with the staff of the Office of Consumer Services, Department of Public Service, Three Empire State Plaza, Albany, NY 12223, a copy of its standard contract.
- (2) A reasonable dispute resolution process is established. Until such time as a process is developed and put into effect, and for a period ending September 28, 1996, non-residential Customers will be allowed to approach the Consumer Services Division for resolution of disputes.

9. Temporary Interim Billing Service and Consolidated Billing Service

The default billing service under this Service Classification is Single Retailer Model, by which the Supplier issues a single bill directly to the Customer. The Company prescribes no specific form or content requirements for the Supplier's single-retailer bill.

Supplier may elect either the dual-bill option, as described in the UBPs, or the Company's Temporary Interim Billing Service ("TIBS"). By electing TIBS, Supplier agrees to permit the Company to perform all retail billing functions for Supplier's STBA Customers, including invoicing, remittance processing and customer service activities. TIBS is available to all Suppliers who execute a TIBS Agreement. TIBS is a temporary service that will be replaced by a successor consolidated billing service ("CBS") incorporating a Purchase of Accounts Receivable Program as outlined in Case 04-G-1047. Suppliers who elect TIBS service shall be qualified to receive CBS upon the effective date thereof.

TIBS billing and payment processing practices are defined below and in the TIBS Agreement and Procedures Manual. Billing and payment processing practices set forth in the Commission's Order Establishing Uniform Retail Access Billing and Payment Processing Practices, Appendix A, dated May 18, 2001, in Case Nos. 99-M-0631 and 98-M-1343 ("Billing and Payment Practices") (as found on the Commission's website at www.dps.state.ny/ubr.htm), as modified from time-to-time, shall replace TIBS billing and payment processing practices when Electronic Data Interchange ("EDI") is operational, and, to the extent necessary, additional conforming tariff modifications are implemented.

Issued by R. J. Tanski, President, 6363 Main Street, Williamsville, NY 14221
(Name of Officer, Title, Address)