

PSC NO: 8 GAS
NATIONAL FUEL GAS DISTRIBUTION CORPORATION
INITIAL EFFECTIVE DATE: 02/03/04
ISSUED IN COMPLIANCE WITH ORDER IN CASE NO. 98-M-1343 ET AL. ON 12/19/03.

LEAF: 267
REVISION: 4
SUPERSEDING REVISION: 3

SERVICE CLASSIFICATION No. 19 (Cont'd)

~~SUPPLIER TRANSPORTATION, BALANCING AND AGGREGATION - Continued~~

Provisions of TIBS

- a. TIBS includes invoicing, remittance processing and call center activities. Distribution representatives can assist Customers with inquiries regarding utility charges, service and bill calculation. Customers with questions relating to a Supplier's rate or services will be instructed to contact the Supplier.
- b. Company will bill a Supplier's STBA Customers for gas supplies sold by the Supplier together with Company's STBA charges, excluding current balancing charges and associated penalties, if any, which will be billed directly to STBA Supplier.
- c. Customer payments received by the Company will be applied according to the procedures adopted by the Commission in its order issued on December 5, 2003 in Cases 03-M-0117 et al. and reflected in the UBPs, as appended to this tariff effective February 19, 2004.
- d. TIBS is a "rate-ready" service. Accordingly, the STBA Supplier must timely provide the Company with billing rate data in an acceptable form and manner.
- e. Customer Budget billing is available under TIBS.
- f. TIBS bills are issued according to the Company's traditional cycle billing schedule, based on meter-read dates available for inspection on the Company's web site.
- g. The charge for TIBS shall be \$0.84 per Customer bill issued. This price is subject to modification (1) consistent with a compliance filing, issued by the Company and approved by the Commission, pursuant the billing order in Case 99-M-0631; or (2) upon the effective date of a tariff amendment, filed by the Company and approved by the Commission.
- h. For utility services, Customers receiving TIBS billing shall receive consumer protections available to bundled service utility Customers (under, e.g., SC Nos. 1 and 3).
- i. Supplier is obligated to maintain consumer response capabilities for Customer inquiries regarding Supplier's services and rates.
- j. The Billing Back-out Credit described ~~infra~~ at Special Provisions Section 21 shall be provided to retail Customers in the form of a credit set forth on the TIBS bill.

10. STBA Service Agreement

The initial term of the STBA Service Agreement shall be one year, renewable annually for successive one-year terms unless canceled by default of any terms or conditions hereof, or by Supplier on sixty (60) days written notice prior to the end of the term, or otherwise by mutual agreement.

Issued by ~~D. F. Smith, President, 6363 Main Street, Williamsville, NY 14221~~
(Name of Officer, Title, Address)