

..DID: 13640
 ..TXT: PSC NO: 8 GAS LEAF: 271
 COMPANY: NATIONAL FUEL GAS DISTRIBUTION CORPORATION REVISION: 4
 INITIAL EFFECTIVE DATE: 02/01/01 SUPERSEDING REVISION: 3
 STAMPS: ISSUED IN COMPLIANCE WITH ORDER IN CASE NO. 99-M-0631 DATED 09/01/00.
 CANCELLED by Supplement 5 effective 05/31/01
 Cancelled by 5 Rev. Leaf No. 271 Effective 07/07/2001
 Suspended by order in Case 99-M-0631. See suppl. No. 4
 RECEIVED: 11/01/00 STATUS: Cancelled EFFECTIVE: 06/01/01
 RECEIVED: STATUS: EFFECTIVE:
 SERVICE CLASSIFICATION No. 19 (Cont'd)

SUPPLIER TRANSPORTATION, BALANCING AND AGGREGATION - Continued

- (4) Procedures are in place to ensure residential Customers receive adequate prior notice of termination of gas supply services. The procedures must provide that notifications be sent to the residential Customer(s) and to the Company at least 15 days before discontinuation of supply service to allow residential Customers the opportunity to pay the overdue bill or request service from another provider.

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 Consumer Services Division, Department of Public Service, Three Empire State Plaza, Albany, New York 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.

c. Bill Content Requirements

The default billing service under this Service Classification is Supplier Single Bill Model, by which the Supplier issues a single bill consolidating Supplier charges with the Company's charges. Bills rendered by Suppliers must be clear and in plain language and must display the following data elements:

- (1) For all bills:
- (a) The name of the Supplier.
 - (b) The Supplier account number.
 - (c) The Supplier telephone number to call for billing inquiries.
 - (d) The date the bill was rendered.
 - (e) The date payment is due and how (where) payment may be made.
 - (f) Supplier text messages.
 - (g) The period in which the charges were incurred.
 - (h) The Customer's name, address, the Company's Service Classification, and the Company's account number.
 - (i) The date the most recent payment was received or the date through which any payments have been credited, and the debit or credit balance carried over from the prior bill, if any.
 - (j) The amount of any late payment charge applied during the current billing cycle.
 - (k) Suppliers' bills must provide for a minimum allowance of 400 characters for messages from the Company.
 - (l) Dates of the present and previous meter readings.
 - (m) Whether the meter readings are estimated or actual.

Issued by D. F. Smith, President, 10 Lafayette Square, Buffalo NY 14203

Received: 11/01/2000

Status: CANCELLED
Effective Date: 06/01/2001

(Name of Officer, Title, Address)

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