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COMPANY: NATIONAL FUEL GAS DISTRIBUTION CORPORATION REVISION: 0  
INITIAL EFFECTIVE DATE: 04/01/98 SUPERSEDING REVISION:  
STAMPS: ISSUED IN COMPLIANCE WITH ORDER IN CASE NO. 98-G-0263 DATED 3/19/98.  
RECEIVED: 03/31/98 STATUS: Effective EFFECTIVE: 04/01/98  
SERVICE CLASSIFICATION No. 20

DEPARTMENT OF SOCIAL SERVICES  
TRANSPORTATION, BALANCING AND AGGREGATION - Continued

6. Operational Flow Order ("OFO")

The Company reserves the right to issue OFOs as described in General Information Section 20.

7. Termination of Service for Failure to Deliver Daily Quantity

The Company shall have the right to terminate service under this Service Classification to any DSS Supplier that fails for any three (3) days to deliver at least ninety (90) percent of the applicable ADDQ for the DSS Supplier's DSS Group, measured during a single month period. Upon termination, the DSS Supplier shall be prohibited from receiving service under this Service Classification for a period of not more than three (3) calendar months.

8. Qualified Suppliers

- a. Service under this Service Classification is contingent upon the DSS Supplier meeting the Company's creditworthiness standards. Applicants for service hereunder will be required to complete a Credit Application for evaluation by the Company based on the criteria set forth in General Information Section II.2.c.8. The results of the creditworthiness checks performed by the Company will be communicated to the applicant within two (2) weeks of the Company's receipt of the properly completed application.
- b. Except where DSS Supplier agrees to accept the accuracy of the Company's balancing, automated meter reading devices must be installed at DSS Supplier's expense for all Public Assistance Customers in the DSS Supplier's DSS Group that are converting from tariff sales service.

9. Consumer Protections

Public Assistance Customers served by DSS Suppliers shall receive consumer protections available to residential customers, as provided in General Information, Section II, for all applicable activities including, but not limited to, complaint handling procedures.

Public Assistance Customers may be removed from DSS Supplier's DSS Group only under the following circumstances: (1) at the request of DSS Supplier; (2) upon termination or cancellation of DSS Supplier's DSS Service Agreement; or (3) at the direction of the Public Service Commission. Any Public Assistance Customer so removed from DSS Supplier's DSS Group (whether at that time a Public Assistance Customer or otherwise) shall be permitted to select available service options as provided by the Public Service Law and the Company's tariff.

Issued by P.C. Ackerman, President, 10 Lafayette Square, Buffalo NY 14203  
(Name of Officer, Title, Address)