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COMPANY: NATIONAL FUEL GAS DISTRIBUTION CORPORATION REVISION: 0  
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GENERAL INFORMATION (Cont\*d)

## II. 8.h. CONTINUED

### (c) Written Offers:

A specific written offer will be made to eligible customers before the date of any threatened termination of service, where payment of outstanding charges is a requirement for reconnection or acceptance of an application for service, and when a customer has broken an Agreement that was for a shorter period than the standard Agreement.

### (d) Negotiating Agreements:

Before making a written offer, the Company will make a reasonable effort to contact eligible customers or applicants in order to negotiate Agreement terms that are fair and equitable considering the customer's financial circumstances. The Company may, in its discretion, require the customer to complete a form showing his or her assets, income and expenses and provide reasonable substantiation of such information, and if it does so, shall treat all such information confidentially. The Company may in its discretion postpone a scheduled termination for up to 10 days for the purpose of negotiating an Agreement.

### (e) The Standard Agreement:

If the Company and the customer or applicant are unable to agree upon specific terms, the Company will offer an Agreement with the following terms:

- 1) a downpayment up to 15 percent of the amount covered by the Payment Agreement or the cost of one-half of one months' average usage, whichever is greater, or if the amount covered by the Agreement is less than one-half of one month's average usage, 50 percent of such amount;
- 2) and monthly installments up to the cost of one-half of one months' average use or one-tenth of the balance, whichever is greater.

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