

..DID: 1970
..TXT: PSC NO: 8 GAS LEAF: 57
COMPANY: NATIONAL FUEL GAS DISTRIBUTION CORPORATION REVISION: 0
INITIAL EFFECTIVE DATE: 04/01/98 SUPERSEDING REVISION:
STAMPS:
RECEIVED: 01/05/98 STATUS: Effective EFFECTIVE: 04/01/98
GENERAL INFORMATION (Cont*d)

II. 9.c. CONTINUED

- 4) the availability of Company procedures for handling complaints prior to discontinuance, including the address and telephone number of the office of the Company the customer may contact in reference to his or her account; and;
 - 5) the earliest date on which discontinuance may be attempted.
- (b) have printed on the termination notice, in a size type capable of attracting immediate attention, the following:
- "THIS IS A FINAL TERMINATION NOTICE. PLEASE BRING THIS NOTICE TO THE ATTENTION OF THE COMPANY WHEN PAYING THIS BILL."
- (c) include a summary as prepared or approved by the Public Service Commission stating the protections available to residential customers together with a notice that any customer eligible for such protections should contact the Company.

(5) Contents of the Notice - Non-Residential Customers

The notice indicating discontinuance of service will, at a minimum, state: (i) the reason or reasons for termination, including the total amount required to be paid, if any, and the manner in which termination may be avoided; (ii) the earliest date on which termination may occur; (iii) the address and phone number of the Company office that the customer may contact in reference to his account; (iv) that the Company has procedures available for considering customer complaints prior to discontinuance; (v) that the Commission has procedures that are available for considering customer complaints when a customer is not satisfied with the Company's handling of the complaint, including the address and phone number of the appropriate Commission office; (vi) that it is a termination notice which should be brought to

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