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COMPANY: NATIONAL FUEL GAS DISTRIBUTION CORPORATION REVISION: 0

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GENERAL INFORMATION (Cont*d)

II. 2.b. CONTINUED

(4) the applicant is a recipient of, or an applicant for, public assistance, supplemental security income benefits or additional state payments pursuant to the Social Services Law, and the Company receives from an official of the social services district in which the applicant resides, or is notified by such an official that it is entitled to receive payment for services due to a prior account in the applicant's name together with a guarantee of future payments to the extent authorized by the Social Services Law; or

(5) the Commission or its authorized designee directs the provision of service.

The Company shall be obligated to provide service to any residential applicant who meets the requirements of Section II.2.a. and b. within five business days of receipt of a completed oral or written application for service except as provided under Commission rule 11.3.

If a former non-residential customer who is indebted to the Company attempts by some agency, relationship, or otherwise to obtain service, the Company reserves the right to refuse service until payment is made by such customer of all money due the Company.

c. Deposits

(1) Residential Deposits

The Company may require, as a condition of receiving service, a consumer deposit from new seasonal or short-term residential customers and from residential customers if such customers are delinquent in payment of their utility bills. A current residential customer is delinquent for the purpose of a deposit assessment if such customer:

(a) accumulates two consecutive months of arrears without making reasonable payment, defined as one-half of the total arrears, of such charges before the time that a late payment charge would become applicable, or fails to make a reasonable payment on a bimonthly bill within 50 days after the bill is due; provided that the Company requests such deposit within two months of such failure to pay; or

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