

PSC NO: 9 GAS SECTION: 0 LEAF: 53
NATIONAL FUEL GAS DISTRIBUTION CORPORATION REVISION: 2
INITIAL EFFECTIVE DATE: 07/25/2022 SUPERSEDING REVISION: 1
ISSUED IN COMPLIANCE WITH ORDER IN CASE NO. 22-M-0159 DATED 07/14/2022

GENERAL INFORMATION (Cont'd)

II.12. LIABILITY

A. Service

The Company will endeavor at all times to provide regular and uninterrupted service, but in case service shall be defective or be interrupted, curtailed or restricted or shall otherwise fail from causes beyond the Company's control (including without limiting the generality of the foregoing, executive or administrative rules or orders issued from time to time by state or federal officers, commissions, boards or bodies having jurisdiction) or because of the ordinary negligence of the Company, its employees, servants or agents, the Company will not be liable there for. The provision of Credits and Reimbursements made available to eligible customers pursuant to Section II.39 as required by law are recognized as an exception, but does not constitute an admission of liability.

B. Adequacy of Customer-Owned Equipment

Neither by inspection or non-rejecting nor in any other way, does the Company give any warranty, express or implied, as to the adequacy, safety or other characteristics of any structures, equipment, pipes and appliances or devices owned, installed or maintained by the customer or third parties.

C. Company Equipment

The Company will not be liable for any injury, casualty or damage resulting in any way from the supply or use of gas or from the presence or operation of the Company's structures, equipment, pipes, appliances or devices on the customer's premises, except injuries or damages resulting from the negligence of the Company, its employees, servants or authorized agents.

D. Leakage

The customer must notify the Company immediately of the indication of any gas leakage. Should any leak or defect be discovered in the mains, pipes or appliances, the Company shall have the right to shut off the supply of gas until satisfactory repairs have been made.