

PSC NO: 9 GAS
NATIONAL FUEL GAS DISTRIBUTION CORPORATION
INITIAL EFFECTIVE DATE: 05/01/2019

SECTION: 0 LEAF: 49
REVISION: 2
SUPERSEDING REVISION: 1

GENERAL INFORMATION (Cont'd)

II.9.L. – Cont'd

posting (48 hours prior to termination) or by mailing at least five and no more than 30 days prior to disconnection.

This Paragraph shall not obviate the Company's obligations under 16 NYCRR 11.7 and 11.8.

M. Complaint Procedures

Any complaint filed with the Company regarding disputed bills, charges or deposits will be promptly investigated in accordance with the procedures and form of notice required by the Public Service Commission rules contained in 16 NYCRR 11.2, 13.15 and 275.

The Company will not terminate or disconnect service regarding a disputed bill or deposit until it has complied with said Commission rules.

Copies of the Company's complaint handling procedures and form of notice are on file with the Commission and are available to the public upon request at Company offices where application for service may be made.

N. Residential Customer Right to Final Actual Read

Residential customers providing at least 48-hours' notice requesting discontinuance of gas service shall be notified of their right to an actual meter reading in addition to their ability to phone in or electronically submit their final reading to the Company. Once the necessary technological functionality is deployed, the Company will charge a \$20 meter reading fee for procuring, or attempting to procure an actual read. When an actual read is requested pursuant to this paragraph, the Company will endeavor to procure a physical meter reading within two days, or on the workday following a holiday or weekend day should such occur in the 48-hour period a utility has to obtain a reading. When the Company is allowed access and is able to read the meter, the bill will be computed using the actual reading. If service is disconnected at the same time, the final bill will use the actual read. Where the Company has made a reasonable effort to obtain an actual meter reading or where circumstances beyond the control of the Company make an actual reading of the meter extremely difficult or impossible (e.g., when the Company is not granted access to the meter), the Company will issue a final bill based on readings provided by the residential customer discontinuing service and/or by a new customer taking service at the same address, or based on an estimate calculated in accordance with procedures approved by the Commission.

Issued by C. M. Carlotti, President, 6363 Main Street, Williamsville, NY 14221
(Name of Officer, Title, Address)