

PSC NO: 9 GAS  
NATIONAL FUEL GAS DISTRIBUTION CORPORATION  
INITIAL EFFECTIVE DATE: 05/31/2016

SECTION: 0 LEAF: 38  
REVISION: 0  
SUPERSEDING REVISION:

## GENERAL INFORMATION (Cont'd)

### II.8.H. – Cont'd

customer or applicant because of arrears owed on such person's account unless it offers eligible residential customers a Deferred Payment Agreement; provided, however, that any such Agreement shall not be made available to any customer who the Commission or its designee determines has the resources available to pay his or her bill.

Generally the Company will offer any eligible residential customer or applicant a Deferred Payment Agreement ("Agreement") with specific terms as required by 16 NYCRR 11.10 which sets forth in detail the procedures summarized here. The Agreement offer will be made in duplicate on the form set forth in the Company's tariff in General Information Section 25.A. or in the electronic form as set forth in General Information Section 25.B.

b. Eligibility:

All residential customers and applicants are eligible for an Agreement unless the customer has broken an existing payment Agreement which required payment over a period at least as long as the standard Agreement described below, or the customer or applicant has the resources to pay the bill as determined by the Commission or its designee.

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 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:

- i. a down payment 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

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