

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

SECTION: 0 LEAF: 40
REVISION: 0
SUPERSEDING REVISION:

GENERAL INFORMATION (Cont'd)

II.8.H. – Cont'd

(2) Non Residential Customers

a. The Company's Obligations

The Company shall provide a written notice offering a deferred payment agreement to eligible non-residential customers at the following times:

- i. not less than five calendar days before the date of a scheduled termination of service for non-payment of arrears, as indicated on a final termination notice, or eight calendar days if mailed, provided the customer has been a customer for at least six months and the arrears on which the outstanding termination notice is based exceeds two months' average billing; and
- ii. when the Company renders a backbill, which exceeds the cost of twice the non-residential customer's average monthly usage or \$100, whichever is greater; provided, however, that the Company shall not be required to offer an agreement when the customer knew, or reasonably should have known, that the original billing was incorrect.

If the Company and a non-residential customer agree to terms of a deferred payment agreement in a telephone conversation, the Company shall send the non-residential customer two fully completed copies of the agreement, signed by the Company. The Company, at its sole discretion, may require the customer to sign and return a copy of the completed agreement. The customer is required to notify the Company by phone if they want to accept the payment agreement and the Company is not requiring the customer to sign the payment agreement.

b. Non-Residential Customer Eligibility

Any non-residential customer is eligible for a deferred payment agreement except the following:

- i. a non-residential customer who owes any amount under a prior deferred payment agreement;
- ii. a non-residential customer who failed to make timely payments under a prior deferred payment agreement in effect during the previous 12 months;
- iii. a non-residential customer that is a publicly held company, or a subsidiary thereof;
- iv. a seasonal, short-term or temporary non-residential customer;

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