

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

SECTION: 0 LEAF: 46
REVISION: 0
SUPERSEDING REVISION:

GENERAL INFORMATION (Cont'd)

II.9.C. – Cont'd

Company goes to the premises to terminate service it may require any payment to be made with cash, certified check, or money order if the customer has, within the last 24 months, paid with a check that was dishonored.

D. Verification of Delinquent Account Prior to Disconnection or Termination

The Company will not disconnect or terminate service for nonpayment of bills rendered or for failure to post a required deposit unless:

- (1) it has verified that payment has not been received at any office of the Company or at any office of an authorized collection agent through the end of the required notice period; and
- (2) it has verified on the day disconnection or termination occurs that payment has not been posted to the customer's account as of the opening of business on that day, or has complied with procedures established for rapid posting of payments.

E. Rapid Posting of Payments in Response to Notices of Disconnection or Termination

The Company shall take responsible steps to establish procedures to insure that any payments made in response to notices of disconnection or termination, when the customer brings the fact that such a notice has been issued to the attention of the Company or its authorized collection agents, are either:

- (1) posted to the customer's account on the day payment is received, or
- (2) processed in some manner so that disconnection or termination will not occur.

F. Days and Times When Disconnection or Termination of Service is Not Permitted

The Company shall not disconnect or terminate service to customers on:

- (1) a Saturday or Sunday;
- (2) a public holiday as defined in the General Construction Law;
- (3) a day on which the main business office of the Company is closed; or
- (4) for non-residential customers, on a day on which the Public Service Commission is closed.

The Company shall not disconnect or terminate service to any residential customer for nonpayment of bills or for failure to post a required deposit on a Friday, or the day immediately preceding a day on which the main business office of the Company is not scheduled to be open for business, or the day immediately preceding public holiday, or during a two-week period encompassing Christmas and New Year's Day. Residential disconnection shall be made only between the hours of 8:00 a.m. and

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