

PSC NO. 8 GAS LEAF: 148.18
NATIONAL FUEL GAS DISTRIBUTION CORPORATION REVISION: 1
INITIAL EFFECTIVE DATE: 02/09/17 SUPERSEDING REVISION: 0
ISSUED IN COMPLIANCE WITH ORDER IN CASE NO. 15-G-0185 DATED 12/16/16

GENERAL INFORMATION (Cont'd)

II. 54. COMMUNICATIONS PROTOCOLS FOR DEMAND RESPONSE CUSTOMERS

Pursuant to the Commission's Order in Case 15-G-0185 issued and effective December 16, 2016, customers taking service from the Company under one of the following Service Classifications: SC 15, SC 16, SC 17 or SC 21 shall be required to engage in daily communications as soon as weather forecasts project average daily outside temperatures to be at or below a temperature specified in its Procedures Manual for the upcoming three consecutive days or during times when three days of consecutive customer interruptions occur.

A. Communications Medium

- (1) Unless mutually agreed otherwise, the Company shall use email to send communications to customers, as described above, and during periods of interruption.
- (2) Customers shall provide contact information to Company including, but not limited to, contact name(s), phone number(s) and email address(es).
- (3) The Company shall notify each specific facility location if customer provides contact information for more than one location.

B. Communications During Interruptions

The Company shall conduct daily communication with demand response customers during an interruption and, at a minimum at least one time at the end of every interruption to remind customers to replenish alternate fuel inventories as needed to maintain minimum levels unless the customer has provided an affidavit that it has elected to cease using natural gas when directed to by the Company in lieu of maintaining an alternate fuel inventory.

C. Failure to Interrupt

- (1) When a customer fails to cease using natural gas when directed to by the Company for any reason under control of the customer, and continues to consume gas, it shall be charged the unauthorized period rate under SC 11 for gas consumed in addition to that permitted under the applicable service classification . The amount of the rate charged in excess of the Daily Index shall be considered to be a penalty.
 - (a) An interruptible customer that fails to fully interrupt its gas due to an equipment failure outside of its control may seek waiver of the amount of the rate charged in excess of the Daily Index. Supporting documentation, acceptable to the Company, must be provided as a part of the waiver request.
- (2) If an interruptible customer fails to fully interrupt its gas use for any two interruption periods within one heating season, the Company may direct unannounced January interruption tests, customer affidavits of compliance and provision of alternative fuel supplier contact information (to the extent applicable). Additionally, the customer may be transferred to a firm service classification (at a higher rate) for the remainder of that winter period until the end of the next winter, i.e., a minimum of one year) or its gas service may be terminated altogether if the Company is not able to provide the customer firm service.

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