

PSC NO: 8 GAS  
NATIONAL FUEL GAS DISTRIBUTION CORPORATION  
INITIAL EFFECTIVE DATE: 04/24/13  
ISSUED IN COMPLIANCE WITH ORDER IN CASE NO. 13-G-0016 DATED 04/18/13.

LEAF: 48  
REVISION: 3  
SUPERSEDING REVISION: 2

GENERAL INFORMATION (Cont'd)

II. 8.h. CONTINUED

(f) Consummating the Agreement:

The copy of the paper Agreement must be signed by the customer and returned to the Company with the required downpayment, by the specified date, in order to be valid and enforceable. The electronic Agreement must be signed, and any down payment made by the specified date in order to be valid and enforceable. In the case of customers who are subject to a final notice of disconnection, the signed paper Agreement or electronic Agreement must be returned to the Company, or a Company representative, by the day before the earliest day on which disconnection may occur in order to avoid disconnection of service. If the paper or electronic Agreement is not signed and returned as required, the Company has the right to disconnect service to the customer.

(g) Adjustments:

Billing adjustments or transfers that are made to the customer's account after the Agreement is in effect may shorten or extend the duration of the Agreement. They will not change the monthly installment amount the customer is required to pay under the Agreement. If any adjustments or transfers extend the duration of the Agreement, the customer may renegotiate the Agreement.

(h) Renegotiating Agreements:

If a customer or applicant demonstrates that his or her financial circumstances have changed significantly because of circumstances beyond his or her control, the Company will amend the terms of the Agreement to reflect such changes.

(i) Broken Agreements:

If a customer fails to make timely payment of installments in accordance with a payment Agreement, the Company will send a reminder notice before sending a final notice of disconnection. If a customer fails to pay an installment by the 20th day after payment was due and has not negotiated a new Agreement, the Company may demand full payment and send a final notice of disconnection in accordance with 16 NYCRR §11.4 and §11.10 of the Regulations and the Company's tariff at General Information Section 9.c.

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