

NATIONAL FUEL GAS DISTRIBUTION CORPORATION
NEW YORK DIVISION
RESPONSE TO PUBLIC UTILITY LAW PROJECT
REQUEST FOR INFORMATION
CASE 16-G-0257

Question

Attached are the Bill Frequency Reports from the Company's filing letters in Cases 16-G-0257 and 07-G-0141. The reports have the same column headings and appear to use the same unit of measure for annual energy usage (thousands of cubic square feet or "Mcf"), however, the 2007 report does not appear to reflect the correct number of customers per usage block or cumulatively. Additionally, the annual cumulative average consumption does not appear to be correct. Please explain the difference between the way that Number of Customers, Cumulative Customers and Cumulative Average Consumption are reported on the 2007 and 2016 reports. If the 2007 report is incorrect, please provide a corrected report.

Response

On Attachment B for 07-G-0141, divide the cumulative average customers column by 12. Multiply the cumulative average column by 12.

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In response to I/R UIU-19, the Company included a proposal to the Public Service Commission to modify or make permanent its electronic DPA program. A report titled Electronic (e-DPAs.) and Traditional DPAs May 15, 2013 - March 31, 2014 as of 4/1/2014 ("the e-DPA Report") is included as PDF page 9 of this proposal. By month, the e-DPA Report shows (separately for e-DPAs and traditional DPAs) the number of accounts and associated dollar amount of "New" and "Reinstated" DPAs. However, the totals (e-DPAs plus traditional DPAs) for New and Reinstated DPAs are substantially different for each month than lines 6b and 6c ("Deferred Payment Agreements Made" and "Deferred Payment Agreements Reinstated") as submitted by the Company on the Residential Collection Activity Reports (CARs) to the Public Service Commission for each month.

Assuming that New DPAs, whether e-DPAs or traditional DPAs, on the e-DPA Report are equivalent to line 6b "Deferred Payment Agreements Made" on the CARs, and "Reinstated" DPAs, whether e-DPAs or traditional DPAs, on the e-DPA Report are equivalent to line 6c "Deferred Payment Agreements Reinstated" on the CARs, please explain the reason for difference between the two reports; for instance, was the e-DPA pilot only conducted on only a subset of all residential customers negotiating DPAs with the Company during the period covered by the report. If they are not equivalent, please explain the way they are different.

For your reference, the Company's CAR for June, 2013 and the proposal provided in the Company's response to I/R UIU-19, is attached for ease of reference.

Response

The number of New DPAs on the e-DPA is not equivalent to line 6b "Deferred Payment Agreements Made" on the CARs report. Likewise, the "Reinstated" DPAs on the e-DPA Report is not equivalent to line 6c "Deferred Payment Agreements Reinstated" on the CARs report.

The e-DPA report does not include any new Standard DPAs that a residential customer accepted by paying the down payment amount provided in the Standard DPA offer mailed to the customer while the CAR report does include these DPAs in line 6b.

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Line 6c in the monthly CAR report represents customers who have renegotiated their DPAs while the "Reinstated" columns on the e-DPA report represent the number of DPAs that were reactivated under the existing terms of the original DPA.

The e-DPA report and monthly Collection Activity Report will never match based on the above.

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For each month since January 1, 2008, please state the number of instances the Company has permitted an ESCO customer to avoid termination of his or her utility service by paying to the Company what he or she would have owed the Company directly for the same service (i.e.: a lesser amount)? Please indicate whether the Company charged the differential back to the ESCO, and if so, if that amount has been satisfied by the ESCO. If information is not available for requested timeframe, please indicate why not, and provide information from date for which information is available.

Response

The Company issues shut-off notices to customers receiving their commodity from an ESCO based on the lesser of amount. The lesser of amount is determined by comparing the actual unpaid charges billed to the customer that includes the ESCO commodity charges against the unpaid charges the customer would have had if they purchased their natural gas supply from the Company and using the lower (lesser) amount. As such, any ESCO customer receiving a shut-off notice has the option to pay the shut-off notice amount to avoid termination even if the ESCO charges were higher.

The Company returns unpaid ESCO charges that were higher than the Company's charges to the ESCO after the account is closed.

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Question

Please provide annual late payment charge revenues received from residential customers from 2008 to 2015, and monthly for January through July 2016. If information is not available for requested timeframe, please indicate why not, and provide information from date for which information is available.

Response

Please refer to the table below for the residential Late Payment Charge (LPC) for the time periods requested.

Time Period	Residential LPC Amount
Calendar Year 2008	6,530,421
Calendar Year 2009	5,951,042
Calendar Year 2010	4,326,129
Calendar Year 2011	4,278,987
Calendar Year 2012	3,254,338
Calendar Year 2013	3,223,735
Calendar Year 2014	4,087,936
Calendar Year 2015	3,471,985
Jan 2016	215,608
Feb 2016	253,685
Mar 2016	283,377
Apr 2016	275,618
May 2016	366,284
Jun 2016	384,716
Jul 2016	369,116

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Please provide the monthly tally of all terminations performed by the Company since January 1, 2008. For each termination, please indicate the date of the week and time of the shutoff, and the underlying reason for the termination. If information is not available for requested timeframe, please indicate why not, and provide information from date for which information is available.

Response

Please refer to "PULP-45 Terminations.xlsx" for the number of terminations by week. The Company does not maintain shut-off data by day of week or time of day. Terminations are conducted during the time periods established by state regulations for residential and non-residential customers. Terminations occur because customers have unpaid balances in arrears.

**National Fuel Gas Distribution
New York Division
Field Terminations**

Start Date	End Date	Terminations
12/31/07	1/4/08	1
1/7/08	1/11/08	273
1/14/08	1/18/08	210
1/21/08	1/25/08	8
1/28/08	2/1/08	6
2/4/08	2/8/08	15
2/11/08	2/15/08	1
2/18/08	2/22/08	9
2/25/08	2/29/08	16
3/3/08	3/7/08	16
3/10/08	3/14/08	8
3/17/08	3/21/08	12
3/24/08	3/28/08	22
3/31/08	4/4/08	459
4/7/08	4/11/08	509
4/14/08	4/18/08	1,139
4/21/08	4/25/08	1,890
4/28/08	5/2/08	1,237
5/5/08	5/9/08	1,614
5/12/08	5/16/08	2,043
5/19/08	5/23/08	1,390
5/26/08	5/30/08	1,138
6/2/08	6/6/08	1,510
6/9/08	6/13/08	1,913
6/16/08	6/20/08	1,649
6/23/08	6/27/08	1,265
6/30/08	7/4/08	871
7/7/08	7/11/08	1,544
7/14/08	7/18/08	1,491
7/21/08	7/25/08	1,508
7/28/08	8/1/08	1,274
8/4/08	8/8/08	1,103
8/11/08	8/15/08	979
8/18/08	8/22/08	942
8/25/08	8/29/08	693
9/1/08	9/5/08	589
9/8/08	9/12/08	869
9/15/08	9/19/08	730
9/22/08	9/26/08	793
9/29/08	10/3/08	585
10/6/08	10/10/08	565
10/13/08	10/17/08	394
10/20/08	10/24/08	324
10/27/08	10/31/08	217
11/3/08	11/7/08	15

**National Fuel Gas Distribution
New York Division
Field Terminations**

Start Date	End Date	Terminations
11/10/08	11/14/08	76
11/17/08	11/21/08	133
11/24/08	11/28/08	82
12/1/08	12/5/08	226
12/8/08	12/12/08	166
12/15/08	12/19/08	321
12/22/08	12/26/08	10
12/29/08	1/2/09	20
1/5/09	1/9/09	109
1/12/09	1/16/09	3
1/19/09	1/23/09	6
1/26/09	1/30/09	5
2/2/09	2/6/09	11
2/9/09	2/13/09	10
2/16/09	2/20/09	17
2/23/09	2/27/09	20
3/2/09	3/6/09	24
3/9/09	3/13/09	31
3/16/09	3/20/09	36
3/23/09	3/27/09	415
3/30/09	4/3/09	100
4/6/09	4/10/09	82
4/13/09	4/17/09	1,187
4/20/09	4/24/09	1,965
4/27/09	5/1/09	1,729
5/4/09	5/8/09	2,078
5/11/09	5/15/09	1,959
5/18/09	5/22/09	1,619
5/25/09	5/29/09	1,059
6/1/09	6/5/09	2,047
6/8/09	6/12/09	2,076
6/15/09	6/19/09	1,666
6/22/09	6/26/09	1,303
6/29/09	7/3/09	1,083
7/6/09	7/10/09	1,675
7/13/09	7/17/09	1,387
7/20/09	7/24/09	1,085
7/27/09	7/31/09	860
8/3/09	8/7/09	925
8/10/09	8/14/09	1,116
8/17/09	8/21/09	988
8/24/09	8/28/09	755
8/31/09	9/4/09	838
9/7/09	9/11/09	724
9/14/09	9/18/09	998

**National Fuel Gas Distribution
New York Division
Field Terminations**

Start Date	End Date	Terminations
9/21/09	9/25/09	598
9/28/09	10/2/09	576
10/5/09	10/9/09	614
10/12/09	10/16/09	585
10/19/09	10/23/09	591
10/26/09	10/30/09	487
11/2/09	11/6/09	9
11/9/09	11/13/09	64
11/16/09	11/20/09	223
11/23/09	11/27/09	115
11/30/09	12/4/09	188
12/7/09	12/11/09	67
12/14/09	12/18/09	240
12/21/09	12/25/09	8
12/28/09	1/1/10	3
1/4/10	1/8/10	5
1/11/10	1/15/10	4
1/18/10	1/22/10	3
1/25/10	1/29/10	4
2/1/10	2/5/10	2
2/8/10	2/12/10	3
2/15/10	2/19/10	7
2/22/10	2/26/10	9
3/1/10	3/5/10	9
3/8/10	3/12/10	17
3/15/10	3/19/10	210
3/22/10	3/26/10	151
3/29/10	4/2/10	164
4/5/10	4/9/10	699
4/12/10	4/16/10	809
4/19/10	4/23/10	2,114
4/26/10	4/30/10	1,110
5/3/10	5/7/10	1,368
5/10/10	5/14/10	1,402
5/17/10	5/21/10	1,647
5/24/10	5/28/10	983
5/31/10	6/4/10	914
6/7/10	6/11/10	1,481
6/14/10	6/18/10	1,229
6/21/10	6/25/10	919
6/28/10	7/2/10	998
7/5/10	7/9/10	1,071
7/12/10	7/16/10	1,628
7/19/10	7/23/10	1,093
7/26/10	7/30/10	812

**National Fuel Gas Distribution
New York Division
Field Terminations**

Start Date	End Date	Terminations
8/2/10	8/6/10	939
8/9/10	8/13/10	1,086
8/16/10	8/20/10	861
8/23/10	8/27/10	585
8/30/10	9/3/10	648
9/6/10	9/10/10	728
9/13/10	9/17/10	791
9/20/10	9/24/10	571
9/27/10	10/1/10	545
10/4/10	10/8/10	573
10/11/10	10/15/10	623
10/18/10	10/22/10	467
10/25/10	10/29/10	377
11/1/10	11/5/10	8
11/8/10	11/12/10	21
11/15/10	11/19/10	210
11/22/10	11/26/10	75
11/29/10	12/3/10	91
12/6/10	12/10/10	7
12/13/10	12/17/10	1
12/20/10	12/24/10	1
12/27/10	12/31/10	5
1/3/11	1/7/11	4
1/10/11	1/14/11	3
1/17/11	1/21/11	2
1/24/11	1/28/11	8
1/31/11	2/4/11	3
2/7/11	2/11/11	4
2/14/11	2/18/11	4
2/21/11	2/25/11	12
2/28/11	3/4/11	11
3/7/11	3/11/11	7
3/14/11	3/18/11	5
3/21/11	3/25/11	10
3/28/11	4/1/11	19
4/4/11	4/8/11	832
4/11/11	4/15/11	427
4/18/11	4/22/11	1,212
4/25/11	4/29/11	1,139
5/2/11	5/6/11	1,161
5/9/11	5/13/11	1,475
5/16/11	5/20/11	1,101
5/23/11	5/27/11	799
5/30/11	6/3/11	1,045
6/6/11	6/10/11	1,715

**National Fuel Gas Distribution
New York Division
Field Terminations**

Start Date	End Date	Terminations
6/13/11	6/17/11	1,682
6/20/11	6/24/11	1,159
6/27/11	7/1/11	1,103
7/4/11	7/8/11	1,027
7/11/11	7/15/11	1,719
7/18/11	7/22/11	1,229
7/25/11	7/29/11	1,119
8/1/11	8/5/11	1,063
8/8/11	8/12/11	1,299
8/15/11	8/19/11	1,044
8/22/11	8/26/11	852
8/29/11	9/2/11	871
9/5/11	9/9/11	798
9/12/11	9/16/11	1,028
9/19/11	9/23/11	717
9/26/11	9/30/11	626
10/3/11	10/7/11	631
10/10/11	10/14/11	689
10/17/11	10/21/11	616
10/24/11	10/28/11	446
10/31/11	11/4/11	30
11/7/11	11/11/11	84
11/14/11	11/18/11	375
11/21/11	11/25/11	85
11/28/11	12/2/11	245
12/5/11	12/9/11	149
12/12/11	12/16/11	122
12/19/11	12/23/11	3
12/26/11	12/30/11	0
1/2/12	1/6/12	10
1/9/12	1/13/12	3
1/16/12	1/20/12	3
1/23/12	1/27/12	2
1/30/12	2/3/12	4
2/6/12	2/10/12	4
2/13/12	2/17/12	2
2/20/12	2/24/12	12
2/27/12	3/2/12	8
3/5/12	3/9/12	3
3/12/12	3/16/12	32
3/19/12	3/23/12	283
3/26/12	3/30/12	262
4/2/12	4/6/12	195
4/9/12	4/13/12	546
4/16/12	4/20/12	1,605

**National Fuel Gas Distribution
New York Division
Field Terminations**

Start Date	End Date	Terminations
4/23/12	4/27/12	659
4/30/12	5/4/12	1,285
5/7/12	5/11/12	1,251
5/14/12	5/18/12	1,262
5/21/12	5/25/12	1,012
5/28/12	6/1/12	1,016
6/4/12	6/8/12	1,570
6/11/12	6/15/12	1,455
6/18/12	6/22/12	992
6/25/12	6/29/12	951
7/2/12	7/6/12	909
7/9/12	7/13/12	1,551
7/16/12	7/20/12	1,007
7/23/12	7/27/12	662
7/30/12	8/3/12	960
8/6/12	8/10/12	862
8/13/12	8/17/12	820
8/20/12	8/24/12	561
8/27/12	8/31/12	724
9/3/12	9/7/12	541
9/10/12	9/14/12	834
9/17/12	9/21/12	543
9/24/12	9/28/12	422
10/1/12	10/5/12	587
10/8/12	10/12/12	659
10/15/12	10/19/12	437
10/22/12	10/26/12	365
10/29/12	11/2/12	153
11/5/12	11/9/12	30
11/12/12	11/16/12	205
11/19/12	11/23/12	43
11/26/12	11/30/12	244
12/3/12	12/7/12	181
12/10/12	12/14/12	122
12/17/12	12/21/12	39
12/24/12	12/28/12	0
12/31/12	1/4/13	5
1/7/13	1/11/13	4
1/14/13	1/18/13	1
1/21/13	1/25/13	4
1/28/13	2/1/13	5
2/4/13	2/8/13	2
2/11/13	2/15/13	6
2/18/13	2/22/13	11
2/25/13	3/1/13	11

**National Fuel Gas Distribution
New York Division
Field Terminations**

Start Date	End Date	Terminations
3/4/13	3/8/13	3
3/11/13	3/15/13	4
3/18/13	3/22/13	6
3/25/13	3/29/13	5
4/1/13	4/5/13	18
4/8/13	4/12/13	659
4/15/13	4/19/13	1,323
4/22/13	4/26/13	919
4/29/13	5/3/13	1,148
5/6/13	5/10/13	1,493
5/13/13	5/17/13	1,442
5/20/13	5/24/13	1,108
5/27/13	5/31/13	968
6/3/13	6/7/13	1,527
6/10/13	6/14/13	1,649
6/17/13	6/21/13	1,140
6/24/13	6/28/13	1,008
7/1/13	7/5/13	718
7/8/13	7/12/13	1,577
7/15/13	7/19/13	1,352
7/22/13	7/26/13	1,012
7/29/13	8/2/13	1,044
8/5/13	8/9/13	935
8/12/13	8/16/13	1,130
8/19/13	8/23/13	941
8/26/13	8/30/13	795
9/2/13	9/6/13	768
9/9/13	9/13/13	1,177
9/16/13	9/20/13	682
9/23/13	9/27/13	510
9/30/13	10/4/13	688
10/7/13	10/11/13	690
10/14/13	10/18/13	503
10/21/13	10/25/13	345
10/28/13	11/1/13	136
11/4/13	11/8/13	32
11/11/13	11/15/13	183
11/18/13	11/22/13	179
11/25/13	11/29/13	61
12/2/13	12/6/13	317
12/9/13	12/13/13	97
12/16/13	12/20/13	8
12/23/13	12/27/13	7
12/30/13	1/3/14	1
1/6/14	1/10/14	0

**National Fuel Gas Distribution
New York Division
Field Terminations**

Start Date	End Date	Terminations
1/13/14	1/17/14	5
1/20/14	1/24/14	2
1/27/14	1/31/14	2
2/3/14	2/7/14	5
2/10/14	2/14/14	3
2/17/14	2/21/14	5
2/24/14	2/28/14	3
3/3/14	3/7/14	4
3/10/14	3/14/14	13
3/17/14	3/21/14	14
3/24/14	3/28/14	20
3/31/14	4/4/14	199
4/7/14	4/11/14	268
4/14/14	4/18/14	579
4/21/14	4/25/14	1,350
4/28/14	5/2/14	1,579
5/5/14	5/9/14	1,534
5/12/14	5/16/14	1,442
5/19/14	5/23/14	1,099
5/26/14	5/30/14	937
6/2/14	6/6/14	1,518
6/9/14	6/13/14	1,704
6/16/14	6/20/14	1,339
6/23/14	6/27/14	960
6/30/14	7/4/14	734
7/7/14	7/11/14	1,093
7/14/14	7/18/14	992
7/21/14	7/25/14	1,057
7/28/14	8/1/14	873
8/4/14	8/8/14	859
8/11/14	8/15/14	888
8/18/14	8/22/14	776
8/25/14	8/29/14	660
9/1/14	9/5/14	567
9/8/14	9/12/14	1,044
9/15/14	9/19/14	846
9/22/14	9/26/14	748
9/29/14	10/3/14	730
10/6/14	10/10/14	707
10/13/14	10/17/14	750
10/20/14	10/24/14	586
10/27/14	10/31/14	386
11/3/14	11/7/14	17
11/10/14	11/14/14	70
11/17/14	11/21/14	1

**National Fuel Gas Distribution
New York Division
Field Terminations**

Start Date	End Date	Terminations
11/24/14	11/28/14	1
12/1/14	12/5/14	307
12/8/14	12/12/14	51
12/15/14	12/19/14	245
12/22/14	12/26/14	5
12/29/14	1/2/15	2
1/5/15	1/9/15	2
1/12/15	1/16/15	7
1/19/15	1/23/15	6
1/26/15	1/30/15	4
2/2/15	2/6/15	1
2/9/15	2/13/15	6
2/16/15	2/20/15	3
2/23/15	2/27/15	2
3/2/15	3/6/15	3
3/9/15	3/13/15	8
3/16/15	3/20/15	14
3/23/15	3/27/15	14
3/30/15	4/3/15	6
4/6/15	4/10/15	43
4/13/15	4/17/15	592
4/20/15	4/24/15	1,438
4/27/15	5/1/15	1,359
5/4/15	5/8/15	1,513
5/11/15	5/15/15	1,794
5/18/15	5/22/15	1,378
5/25/15	5/29/15	929
6/1/15	6/5/15	1,601
6/8/15	6/12/15	1,421
6/15/15	6/19/15	1,155
6/22/15	6/26/15	938
6/29/15	7/3/15	621
7/6/15	7/10/15	868
7/13/15	7/17/15	1,042
7/20/15	7/24/15	704
7/27/15	7/31/15	782
8/3/15	8/7/15	1,015
8/10/15	8/14/15	927
8/17/15	8/21/15	756
8/24/15	8/28/15	678
8/31/15	9/4/15	637
9/7/15	9/11/15	569
9/14/15	9/18/15	829
9/21/15	9/25/15	584
9/28/15	10/2/15	575

**National Fuel Gas Distribution
New York Division
Field Terminations**

Start Date	End Date	Terminations
10/5/15	10/9/15	558
10/12/15	10/16/15	294
10/19/15	10/23/15	486
10/26/15	10/30/15	249
11/2/15	11/6/15	11
11/9/15	11/13/15	16
11/16/15	11/20/15	98
11/23/15	11/27/15	135
11/30/15	12/4/15	169
12/7/15	12/11/15	111
12/14/15	12/18/15	117
12/21/15	12/25/15	1
12/28/15	1/1/16	0
1/4/16	1/8/16	1
1/11/16	1/15/16	0
1/18/16	1/22/16	1
1/25/16	1/29/16	2
2/1/16	2/5/16	2
2/8/16	2/12/16	1
2/15/16	2/19/16	2
2/22/16	2/26/16	4
2/29/16	3/4/16	4
3/7/16	3/11/16	4
3/14/16	3/18/16	4
3/21/16	3/25/16	21
3/28/16	4/1/16	265
4/4/16	4/8/16	556
4/11/16	4/15/16	499
4/18/16	4/22/16	1,678
4/25/16	4/29/16	22

NATIONAL FUEL GAS DISTRIBUTION CORPORATION
NEW YORK DIVISION
RESPONSE TO PUBLIC UTILITY LAW PROJECT of NY
REQUEST FOR INFORMATION
CASE 16-G-0257

Question

Since January 1, 2008, please provide the number of residential customer complaints received by the Company. Please indicate whether the complaint was related to default gas service or for ESCO service, the nature of the complaint, and the resulting disposition of each complaint.

Please provide the data by service class, and by taxation jurisdiction (state, county, school district, etc.), in Excel 2007 or later spreadsheet format (extension reads ".xlsx"). If information is not available for requested timeframe, please indicate why not, and provide information from date for which information is available.

Response

The Company utilizes the NY PSC's "Complaint Activity of New York's Major Utilities" report to track initial complaints (QRS) and escalated complaints (SRS). These reports can be accessed from the PSC's website via the following URL: <http://www3.dps.ny.gov/W/PSCWeb.nsf/All/448C499468E952C085257687006F3A82?OpenDocument>. The data contained in the PSC's report does not provide the detailed information requested above. A summary of the data pertaining to the Company, by month, can be found in "PULP-39 QRS and SRS Complaints.xlsx".

ESCO related complaints can also be found in this report however ESCO complaints are not segregated by geographic area (e.g. county, utility service area, city/town).

The Company does not categorize customer initiated contacts as complaint or non-complaint when they call the Company or visit a local Company office.

**National Fuel Gas Distribution
New York Division
NY PSC Complaint Activity Report
Initial (QRS) and Escalated (SRS) Complaints**

Month	QRS Cases	SRS Cases	Monthly SRS Rate*	12 Month SRS Rate*
Jan 2008	21	3	0.6	0.8
Feb 2008	24	2	0.4	0.7
Mar 2008	32	2	0.4	0.7
Apr 2008	76	1	0.2	0.7
May 2008	85	6	1.2	0.7
Jun 2008	125	6	1.2	0.7
Jul 2008	114	0	0.0	0.7
Aug 2008	113	3	0.6	0.6
Sep 2008	120	6	1.2	0.7
Oct 2008	133	6	1.2	0.7
Nov 2008	75	4	0.8	0.6
Dec 2008	48	4	0.8	0.7
Jan 2009	54	3	0.6	0.7
Feb 2009	48	2	0.4	0.7
Mar 2009	52	1	0.2	0.7
Apr 2009	120	0	0.0	0.7
May 2009	174	4	0.8	0.6
Jun 2009	182	4	0.8	0.6
Jul 2009	151	3	0.6	0.6
Aug 2009	118	1	0.2	0.6
Sep 2009	110	7	1.4	0.6
Oct 2009	128	3	0.6	0.6
Nov 2009	62	0	0.0	0.5
Dec 2009	50	1	0.2	0.5
Jan 2010	62	2	0.4	0.5
Feb 2010	62	0	0.0	0.4
Mar 2010	69	0	0.0	0.4
Apr 2010	99	0	0.0	0.4
May 2010	90	0	0.0	0.3
Jun 2010	102	0	0.0	0.3
Jul 2010	89	1	0.2	0.2
Aug 2010	69	0	0.0	0.2
Sep 2010	88	0	0.0	0.1
Oct 2010	66	0	0.0	0.1
Nov 2010	41	0	0.0	0.1
Dec 2010	32	0	0.0	0.0

* Complaints per 100,000 customers

**National Fuel Gas Distribution
New York Division
NY PSC Complaint Activity Report
Initial (QRS) and Escalated (SRS) Complaints**

Month	QRS Cases	SRS Cases	Monthly SRS Rate*	12 Month SRS Rate*
Jan 2011	32	0	0.0	0.0
Feb 2011	28	0	0.0	0.0
Mar 2011	49	0	0.0	0.0
Apr 2011	49	0	0.0	0.0
May 2011	72	0	0.0	0.0
Jun 2011	96	0	0.0	0.0
Jul 2011	79	3	0.6	0.0
Aug 2011	84	0	0.0	0.0
Sep 2011	87	0	0.0	0.0
Oct 2011	89	1	0.2	0.1
Nov 2011	43	0	0.0	0.1
Dec 2011	20	0	0.0	0.1
Jan 2012	32	0	0.0	0.1
Feb 2012	34	0	0.0	0.1
Mar 2012	41	0	0.0	0.1
Apr 2012	60	0	0.0	0.1
May 2012	69	0	0.0	0.1
Jun 2012	70	0	0.0	0.1
Jul 2012	47	0	0.0	0.0
Aug 2012	43	0	0.0	0.0
Sep 2012	37	0	0.0	0.0
Oct 2012	50	0	0.0	0.0
Nov 2012	39	0	0.0	0.0
Dec 2012	22	0	0.0	0.0
Jan 2013	22	0	0.0	0.0
Feb 2013	33	0	0.0	0.0
Mar 2013	22	0	0.0	0.0
Apr 2013	57	0	0.0	0.0
May 2013	64	0	0.0	0.0
Jun 2013	68	1	0.2	0.0
Jul 2013	69	0	0.0	0.0
Aug 2013	49	0	0.0	0.0
Sep 2013	54	1	0.2	0.0
Oct 2013	66	0	0.0	0.0
Nov 2013	31	0	0.0	0.0
Dec 2013	32	0	0.0	0.0

* Complaints per 100,000 customers

**National Fuel Gas Distribution
New York Division
NY PSC Complaint Activity Report
Initial (QRS) and Escalated (SRS) Complaints**

Month	QRS Cases	SRS Cases	Monthly SRS Rate*	12 Month SRS Rate*
Jan 2014	33	0	0.0	0.0
Feb 2014	30	0	0.0	0.0
Mar 2014	61	0	0.0	0.0
Apr 2014	97	0	0.0	0.0
May 2014	87	0	0.0	0.0
Jun 2014	87	1	0.2	0.0
Jul 2014	85	0	0.0	0.0
Aug 2014	79	1	0.2	0.1
Sep 2014	63	0	0.0	0.0
Oct 2014	87	3	0.6	0.1
Nov 2014	50	0	0.0	0.1
Dec 2014	49	0	0.0	0.1
Jan 2015	28	0	0.0	0.1
Feb 2015	22	0	0.0	0.1
Mar 2015	45	0	0.0	0.1
Apr 2015	70	1	0.2	0.1
May 2015	81	1	0.2	0.1
Jun 2015	102	1	0.2	0.1
Jul 2015	77	1	0.2	0.1
Aug 2015	67	0	0.0	0.1
Sep 2015	65	1	0.2	0.1
Oct 2015	68	0	0.0	0.1
Nov 2015	45	0	0.0	0.1
Dec 2015	41	1	0.2	0.1
Jan 2016	20	0	0.0	0.1
Feb 2016	23	0	0.0	0.1
Mar 2016	17	0	0.0	0.1
Apr 2016	31	1	0.2	0.1
May 2016	20	0	0.0	0.1
Jun 2016	18	1	0.2	0.1

* Complaints per 100,000 customers

NATIONAL FUEL GAS DISTRIBUTION CORPORATION
NEW YORK DIVISION
RESPONSE TO PUBLIC UTILITY LAW PROJECT of NY
REQUEST FOR INFORMATION
CASE 16-G-0257

Question

Please provide copies of any reports from outside consultants since January 1, 2008 regarding the Company's arrears management, terminations, and collection practices.

Response

The Credit, Collections and Receivables Management Department was included in the scope of Distribution's most recent management audit (Case 11-G-0580). A copy of Schumaker & Company's Final Audit Report was filed publically in Case 11-G-0580 on August 19, 2013. Arrears management was not mentioned in the report and there were no findings or recommendations related to terminations or collection practices contained in the 593 page report.

NATIONAL FUEL GAS DISTRIBUTION CORPORATION
NEW YORK DIVISION
RESPONSE TO PUBLIC UTILITY LAW PROJECT of NY
REQUEST FOR INFORMATION
CASE 16-G-0257

Question

Please provide any written Company policies, instructions, or guidelines to Company staff regarding the specific use of oral deferred payment agreements. If actual practice deviates from written policies, please explain the actual practice.

Response

Please refer to "Installment Plans (Deferred Payment Agreements).docx" for the documentation regarding deferred payment agreements.

New York Consumer Business Reference Manual

INSTALLMENT PLANS (IPs)

To Create an Installment Plan:

Before creating an Installment Plan, be sure to check **Special Programs > Installment Plan History** to see if the customer is eligible for an Installment Plan. This work center will allow you to view the previous Installment Plan history (if any) and see whether the Installment Plan was paid or deactivated as well as the type for each previous Installment Plan.

If the customer is eligible for an Installment Plan:

1. Go to **Special Programs > Customer Options**
2. From the drop down menu next to "Special Program/Pledge Type, select "Installment Plan"
3. Click "Continue" to create an Installment Plan

Special Program & Pledge

Identifier:

SP1 SP2 SP3

No result found

Create:

Special Program/Pledge Type: Installation Plan 0.00 Calculate

Continue

Back

4. You will be brought to a back office screen to create the Installment Plan
5. Select the Installment Plan type and then click "Continue"
 - General Installment Plan
 - Adjustment Installment Plan
 - Final Bill Installment Plan
 - Security Deposit Installment Plan
 - Others

SAP

Select one of the following installment plans to create:

- General installment plan
- Adjustment installment plan
- Final Bill installment plan
- Security Deposit installment plan
- Others

Continue Exit Back

Catchup Amo... IP History

6. The next screen will show you the "Account Balance" which is the total balance owing now or TDB (In this case, the customer owes a total of \$607.66. This is the amount that the Installment Plan will be paying off.

Click "Continue" to proceed

SAP

The catch-up amount is: 0.00

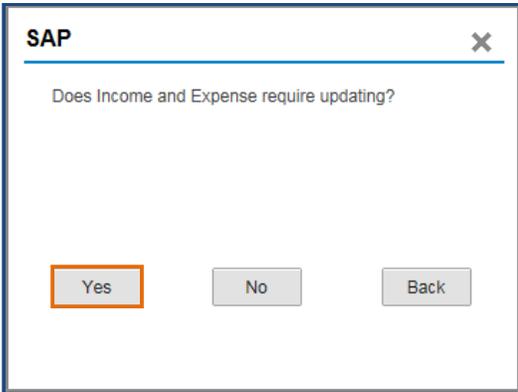
The current amount is: 707.66

Is the IP deactivated:

Account balance: 607.66

Continue Exit Back

7. The next screen will ask if Income and Expenses should be updated
- Select "Yes" to determine the last I&E date
 - If no I&E information on file already, take I&E and Save
 - If the last update was too far in the past, take new I&E and Save
 - If I&E was just updated (current/previous day) select the back button in I&E to be brought back to the I&E question pop-up and click "NO" and proceed.



8. Enter all necessary information (leave the "Liquid Assets" section blank)
- Be sure to enter the customer's name in the "Info/Analysis Provided By:" field in the bottom right
 - Click "Save" once all information has been entered to calculate Income and Expense totals and you will receive a success notification in the bottom left corner
 - Note the "Avail for Monthly Agreement" amount at the bottom left to determine what type of Installment Plan the customer is eligible for

NY - Income and Expense

Menu System Date: 04/06/2015

Contract Account: 780779704 Customer Type: Residential New York Retail

Name (Last): Sale01 (First): Chris (MI): SSN

Service Address: 7500 BANK ST , BATAVIA NY 14020 Phone

Adults: Children: Low Income Indicator: Low Income Indicator Date:

Refused to Provide Refusal date: Annual Income: 0.00

LIQUID ASSETS:

Checking: Savings: Cash on Hand:

Total Liquid Assets: 0.00

INCOME: (Monthly)

Monthly Wages (after deductions): Monthly Pension:

Social Security (SSDI/SSI): Unemployment:

Child Support: Food Stamps:

Housing Subsidy: Public Assistance:

Source: Amount: Source: Amount: Source: Amount: Source: Amount:

Total Income: 0.00

EXPENSES: (Monthly)

Housing: Rent Own

Housing Amount: Taxes: Insurance:

Phone: 30.00 Gas (B&P): Electric:

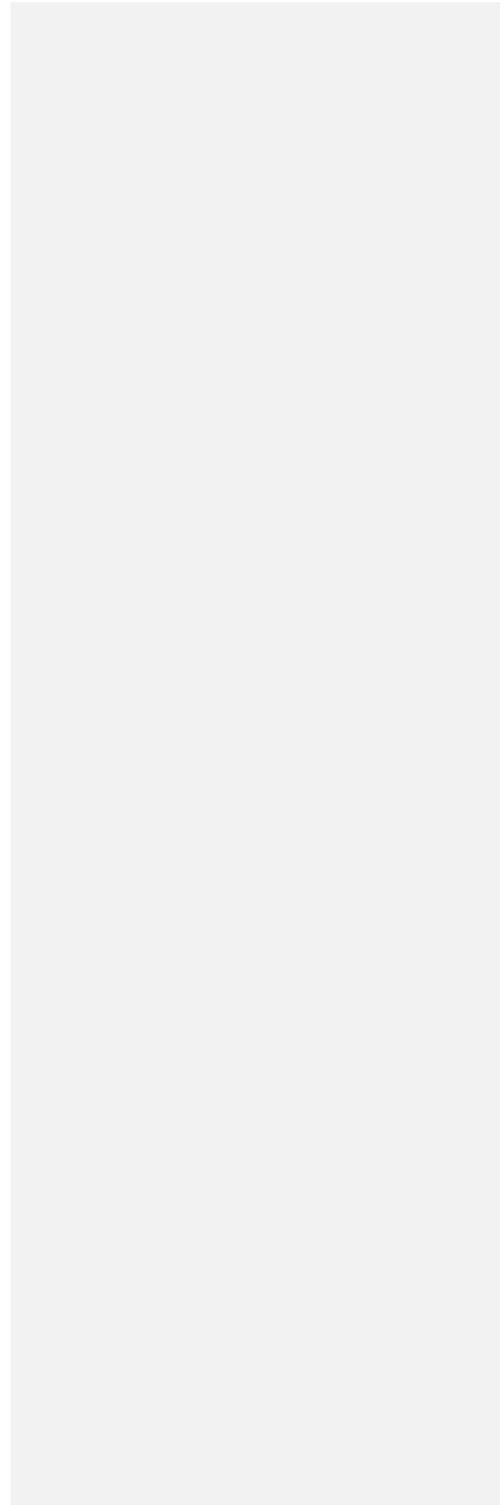
Water/Sewer: Garbage/User Fee: Food:

Child Support: Child Care: Transportation:

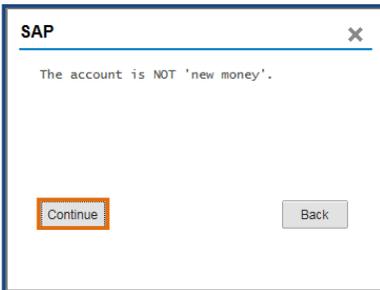
Medical:

Source: Amount: Source: Amount: Source: Amount: Source: Amount:

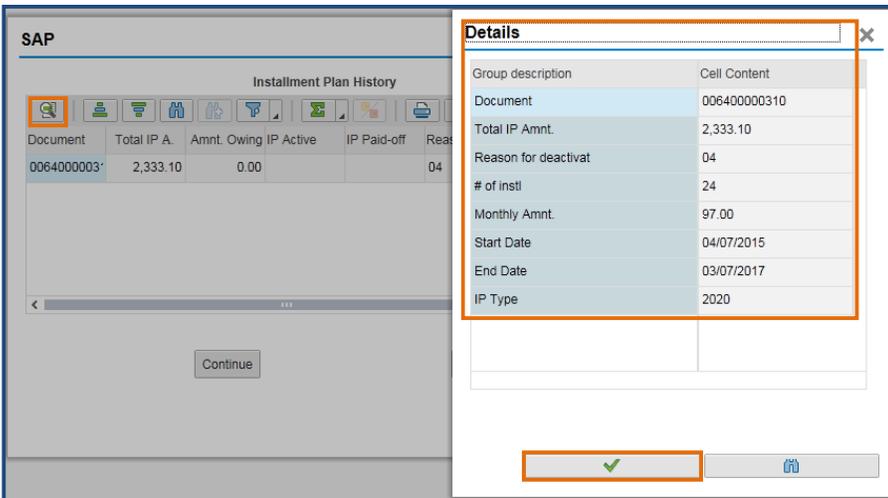
Total Expenses: 0.00



9. Once the information has been successfully saved, click "Exit" to be brought back to the Installment Plan Flow
10. You will be on the same screen asking if Income and Expense needs to be updated, but since the information was just entered and saved, click "No" to continue the Installment Plan flow
11. The next screen will tell you whether or not the account is "new money", click "Continue"



12. This screen will show previous Installment Plans the customer had (if any), but you should already know this information from checking **Special Programs > Installment Plan History** before starting this Installment Plan



13. Once you have updated I&E and reviewed the customers Installment Plan history you will, based on that information, select the type of Installment Plan to offer the customer. The next screen after the Installment Plan type is selected will display the down payment amount, number of installments, the Installment Plan monthly amount, etc.

If the customer has a **NEGATIVE** amount for the ability to pay, or they are positive by only \$500.00 or less (determined when you took I&E in Step 8), choose "Minimum" Installment Plan.

- **NOTE: if this is a Minimum Installment Plan, you must enter \$10.00 as the Down Payment amount on the next screen**
- **This will not actually be charged as a down payment though, it will simply be the amount of the first Installment**

If the customer has a **POSITIVE** amount of \$501.00 or greater for the ability to pay (determined when you took I&E in Step 8), choose "New Negotiated" Installment Plan

If you select "Continue" and notice that the suggested Installment Plan amounts do not look correct, go back and make sure you selected the correct Installment Plan type because the system will automatically calculate the Installment Plan terms based on the Installment Plan type selected.

Verify the down payment amount, monthly Installment Plan amount, and duration. If the customer accepts, select the "Accept IP" button.

If the customer REFUSES the Installment Plan, simply click "Exit" and you will be taken out of the Installment Plan flow and nothing will have saved.

The other buttons on the **Accept Screen** will enable you to view the specified info, for example, if the customer needs to change the I&E record, select the "Income / Expense" button to create a new entry.

In this example a "New Negotiated" **INSTALLMENT PLAN** was created.

The screenshot shows a dialog box titled "SAP" with the text "Select one of the following Installment Plan Types". There are four radio button options: "New Negotiated" (selected), "Minimum", "Reinstated", and "Not Eligible". Below the options is a note: "Use the negotiation guidelines to determine the down Payment amount and duration of the installment plan to be offered. The terms displayed next/below are the suggested terms required." At the bottom, there are three buttons: "Continue" (highlighted with an orange box), "Exit", and "Back".

The screenshot shows a dialog box titled "SAP" with the text "Installment Plan Parameters". It contains several input fields with values: "IP type: 1020", "Total IP amount: 627.74", "Down payment amount: 63", "Monthly installment amount: 65.00", "Total number of installments: 10", and "Last installment amount: 44.74". Below the fields are three buttons: "Accept IP" (highlighted with an orange box), "Exit", and "Back". At the bottom, there are three buttons: "Catchup Amount LIRA/LICAAP", "IP History", and "Income / Expense IP Change".

- If the "1st Due Date" field does not automatically populate for a Minimum Installment Plan, simply enter today's date and then the system will automatically sync up the first Installment due date with the next invoice due date (if the "1st Due Date" pre-populates, it is already the latest possible date, therefore no extension is necessary)
- If the "1st Due Date" field does not automatically populate for a Negotiated Installment Plan enter the next invoice date minus one day or the termination date minus one day, whichever is earlier (if the "1st Due Date" pre-populates, it is already the latest possible date, therefore no extension is necessary)
- There is no need to change the Installment Plan due date if it pre-populates

14. Click "Confirm" and a confirmation message will appear

The screenshot shows a dialog box titled "Confirm" with a question mark icon. The text inside says: "The System will create an IP based on the parameters displayed. Please confirm?". At the bottom, there are two buttons: "Confirm" (highlighted with an orange box) and "Exit".

✓ IP Created with No. 00640000313

15. Select the source of customer contact and then click “Continue”

Display Installment Plan ✕

Confirm source of customer contact

001 - Telephone
 002 - Walk-in
 003 - Other
 011 - Commission
 012 - Mail

Continue Back

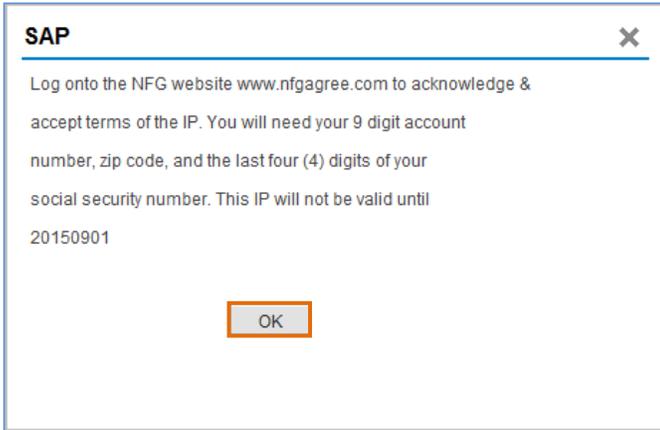
16. The system will then prompt you to offer the Budget Billing Plan, and cancel Direct Pay or LICAAP (if necessary). You will have to do each of these after you create the Installment Plan for the customer. This should be done in this order in case the customer refuses the Installment Plan or they are not eligible for a new Installment Plan.

Display Installment Plan ✕

Offer Budget Billing to customer
Cancel direct pay if customer is enrolled
Cancel LICAAP if necessary

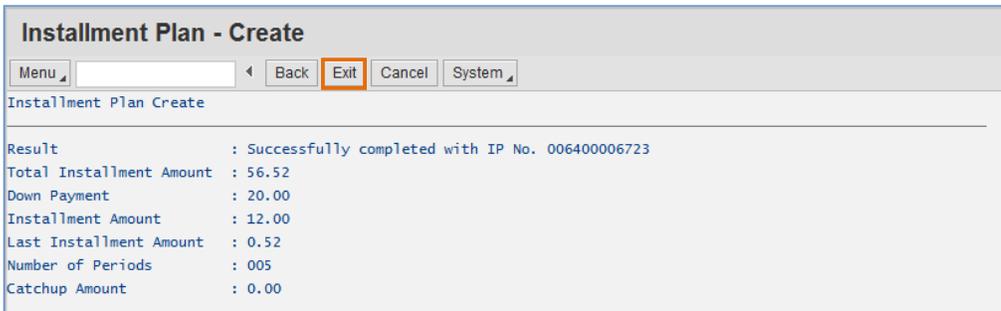
Continue Back

17. Once the “Continue” button is selected, the Installment Plan has been created and you will be presented with scripting to advise the customer how to accept the Installment Plan



18. After clicking OK, you will be brought to a final confirmation screen again listing the terms of the Installment Plan.

- Click "Exit" to be brought back to ICWeb
- An automatic IR will be created



To Display or Deactivate an Installment Plan:

1. Go to **Special Programs > Installment Plan History**
 - This will immediately show you the status of the Installment Plan, the total # of Installments, the start and end date, and the Installment Plan type.
2. Click the Document Number hyperlink of the Installment Plan that you want to view in more detail or deactivate
3. This will launch a back office screen with the Installment Plan number you selected pre-populated in the "Install.Plan No." field
4. Press the "Enter" key to bring up the Installment Plan
5. From here, you can see all the details about that Installment Plan (see remaining steps below to Deactivate)

Change Installment Plan

Menu Save Back Exit Cancel System Add Installment Delete Installment Save + Create Letter Installment Plan History **Deactivate**

Install Plan No: 6400000314 Runtime: 04/06/2015 - 03/06/2017
 Currency: USD No. of Installments: 24
 Business Partner: 10018681 Colin Kaepernick / 1904 CIRCLE DR / ALBION PA 16401
 Contract Acct: 780778903 Residential Account

Items

No.	Status	L...	*Due	*Installment Amount	Open Amount	P...	D...	I...	C...	C...	Deferral	Cl...	Clearin
1	☺		04/06/2015	100.00	100.00						8		
2	☺		05/06/2015	22.00	22.00						8		
3	☺		06/06/2015	22.00	22.00						8		
4	☺		07/06/2015	22.00	22.00						8		
5	☺		08/06/2015	22.00	22.00						8		
6	☺		09/06/2015	22.00	22.00						8		
7	☺		10/06/2015	22.00	22.00						8		
8	☺		11/06/2015	22.00	22.00						8		
9	☺		12/06/2015	22.00	22.00						8		
10	☺		01/06/2016	22.00	22.00						8		

Status Totals

<input checked="" type="radio"/> Open	Total Open	607.66	Total Due	0.00
<input type="radio"/> Deactivated	Total	607.66	Repayment Amount	607.66
<input type="radio"/> Cleared	Installment Total	607.66	Total Interest	0.00
<input type="checkbox"/> Overdue Interest	☺ Difference	0.00	Charge Amount	0.00
	IPTotal + Late Pymt	607.66	Late Payment Chge	0.00

6. If an **ACTIVE** Installment Plan needs to be deactivated:
- First click the "Display <-> Change" button at the top of the screen
 - Then click on the "Deactivate" button (or if the button is not in view, click the double arrows at the far right of the screen to view more options) and you will receive a pop up
 - Fill in the Deactivation Reason and the date
 - Click on the "Deactivate" button at the bottom

Deactivate

Deactivation parameters

Deactivation Reason: 06
 Deactivation Date: 04/06/2015

Reversal when deactivating

Charge Document
 Interest Document

Posting parameters for reverse doc

Doc type reverse doc: RE
 Reconciliation Key:

7. If a **PENDING** Installment Plan needs to be deactivated:
- Go to **Special Programs > Installment Plan History**
 - Click the endcap of the pending Installment plan that you want to deactivate
 - Click the “Deactivate Pending IP” button
 - A pop up will ask if you want to reverse the Installment Plan, click “Yes”
 - The status will change from “Pending” to “Deactivated” and you will receive a green confirmation check mark and a notification stating that the Installment plan has been successfully deactivated

Installment Plan Deactivation Reasons:

To find the reason that an Installment Plan was deactivated, use the following steps:

1. Go to **Special Programs > Installment Plan History**
2. Click the Document # hyperlink of the deactivated Installment Plan that you are inquiring on
3. Once on the back office screen, hit “Enter” to view the Installment Plan
4. Click the “Display Header Data” button at the top of the screen
5. The information will be displayed under the heading “Deactivation Data” in the “Deactivation Reason” field as a numeric code

Deactivation Data	
Deactivation Date	09/22/2015
Deactivation Reason	05
Deactivate Open Amount	329.94 USD
<input checked="" type="checkbox"/> Manually Deactivated	
Deactivation Entered On	09/22/2015
Deactivation Entered At	14:01:34

Deactivation Reason Codes:

- 01 – Final Bill/Disconnect
- 02 – LIRA/LICAAP
- 03 – Dunning
- 04 – Operator Error (Manual)
- 05 – Operator (Manual)
- 06 – Customer Refused (Manual)
- 07 – Customer Refused web
- 08 – Company Refused
- 09 – Cancel Rebill

Installment Plans on Accounts coded “Exception”

Exception customers have a longer than normal Dunning cycle. Therefore, if an exception customer is paying their catch up or down payment amount to stop shut off, they need to have the payment posted before their “next bill date”, NOT their “shut off date”.

Example: Down Payment or Amount Behind on Installment Plan due by 6/11 (shut off date), but next bill being mailed 6/4, the customer would have to pay before 6/4 to avoid the Installment Plan canceling.

Installment Plan (Deferred Installment Plan) - Residential

Below is the procedure to follow when considering if any customer (regardless of whether the account is coded LICAAP) is eligible for an Installment Plan:

- o Check **Special Programs > Installment Plan History** to see if there are previously deactivated Installment plans
- o Check OnBase for previously signed/scanned Installment Plans
- o Utilize the “Installment Plan Map” excel tool if necessary

It is not necessary for the account to have Dunning activity to be eligible for an Installment Plan. When an adjustment results in a **large** debit balance to an account and they are unable to pay the "To Date Balance", you can offer them a negotiated phone Installment Plan. Also, when an account is delinquent, ICWeb may offer the customer a standard residential Installment Plan.

If the customer is in Dunning and unable to afford the terms of a standard Installment Plan (down payment of at least 15% of the TDB) offered using ICWeb, advise them of the option of negotiating an Installment Plan at the CAC based on monthly household **net** income and expense information.

Commented [e1]: Money remaining after subtracting all costs (taxes, etc.)

If the customer is located more than 30 miles / 45 minutes away from the CAC, had their gas shut off for non-payment, claims they cannot visit the CAC and is in the Wellsville area (Response Center Code 125 or 128) the Floor Supervisor may advise:

- The Installment Plan may be mailed to the customer
- If gas service is off, advise the customer the gas will not be restored until the signed Installment Plan is received in the office

If the customer is greater than 30 miles/45 minutes away from the CAC, does not meet the above criteria and insists on making a negotiated phone Installment Plan, see a Floor Supervisor.

1. The standard Installment Plan terms are a down payment equal to 15% of the to-date balance or ½ of the monthly Budget Billing Plan amount, whichever is greater. The monthly payment installment is 1/10 of the remaining balance.
2. Customers may accept the terms of the standard phone Installment Plan or the pending standard Installment Plan by paying the down payment amount advised. A customer payment that is equal to or more than the down payment amount, but less than the notice amount, will activate the Installment Plan.

Notes on Residential Installment Plans:

- When an account has an Installment Plan that is behind (defaulted), a Dunning notice will be issued regardless of the amount (there is no "minimum" amount.)
- The Installment Plan will stay defaulted and the termination order goes out if under \$10.00 defaulted. You must cancel the Dunning cycle in this case.
- If an account is on the Budget Billing Plan, the system recognizes if there is a credit amount in the Budget Billing Plan. If there is a credit, it's deducted from the overdue amount to determine the initial disconnection notice amount.
- Occupant Notice - On all residential accounts that have a mailing address other than the service address, an "OCCUPANT" notice will also be mailed to the service address.
- If the account has a third party listed, and the customer is sent a disconnection notice, a duplicate copy of the disconnection notice is prepared and mailed directly to the third party.

INSTALLMENT PLANS ON ACCOUNTS NOT IN COLLECTIONS

- If a customer who is **NOT** in collections asks for an agreement, you should enter a Web Agreement or send to the CAC for an agreement with I&E.
- Always request a down payment but you cannot require one.
- See Installment Plans for instructions on creating the Installment Plan.

Web Installment Plan Acceptance at CAC

If a customer does not have access to the web, but would like to make a web Installment Plan they may use the PC at the Appletree CAC (kiosk in the lobby) to accept a web Installment Plan. Please advise them to sign in to see a rep since they will need to be assisted in getting to the website. The PC is available during the business hours.

- **Installment Plan (Deferred Installment Plan) – Non-residential**

A non-residential account may be eligible for an Installment Plan (see **Special Programs > Installment Plan History** to see if Installment Plan terms are listed). If terms are listed, a phone Installment Plan can be made.

The following requirements must be met in order for a non-residential account to be offered an Installment Plan:

- Does not have a [defaulted Installment Plan](#) on the account
- Has not had a previous non-residential [cancelled Installment Plan](#) due to non-payment within the last twelve (12) months.
- The total combined consumption for all their accounts with National Fuel is not over 4000 CCF for the previous 12 months.
- The Dunning action [Account Class](#) must be either [commercial](#) or [industrial](#).

If eligible, the account will be offered an Installment Plan:

- At least eight days prior to the scheduled disconnection of service (the Installment Plan terms are listed on the final [disconnection notice](#).)
- When the customer receives a back bill, which exceeds the cost of twice the customer's average monthly bill or \$100, whichever is greater. See a [sample letter](#) here for more information.

The Terms of the Non-Residential Installment Plan:

If the customer is eligible for an Installment Plan, but cannot afford the terms offered:

- Ask the customer for a 30% down payment (total account balance multiplied by .30) Only offer if this amount is less than the down payment originally offered
- Divide the remaining amount by 6 months for monthly payment.
- Key in the [Installment Plan](#)
 - Enter the negotiated amount as the down payment and do not include the current bill
- Advise the customer to make the down payment and their bill statement will reflect their monthly payment amount.
- The non-residential rules apply for when an Installment Plan will cancel on a two family dwelling account.

If a non-residential customer accepts the mail "offered" Installment Plan, you must [manually enter the Installment Plan](#) with the same terms. If the full down payment has already been made and has posted to **Account History**, leave the down payment field of the Installment Plan flow blank. If the down payment has not posted to **Account History**, enter the offered down payment amount in the "Down Payment" field of the Installment Plan flow. Unlike the residential standard Installment Plan, the non-residential Installment Plan is not entered by the system.

- Prior to a service personnel making a field visit (check **Dunning History** to determine if order went to the field) the down payment is 30% of to-date balance or twice the customer's average monthly usage (balance billing amount), whichever is greater. If service personnel have made a field visit (check **Dunning History** to determine if order went to the field) down payment is 50% of the to-date balance, or four times the customer's average bill (balance billing amount), whichever is greater.
- In each case, the remaining balance will be paid in monthly installments up to the cost of the customer's average monthly usage (balance billing amount) or 1/6th of the balance, whichever is greater.

Non-Residential Installment Plan Reminders

- If the customer is in Dunning and an Installment Plan is offered in **Dunning History**:
 - Advise the customer of the down payment amount and monthly payment.
 - [Manually enter the Installment Plan](#) with the same terms.
 - If the full down payment has already been made and has posted to **Account History**, leave the down payment field of the Installment Plan flow blank.
 - If the down payment has not posted to **Account History**, enter the offered down payment amount in the "Down Payment" field of the Installment Plan flow.

- Advise the customer they must make the down payment by the due date for the Installment Plan to be active.
- If an Installment Plan was not offered on **Dunning History**, advise the customer to pay the Dunning Balance to avoid shut off.
- On occasion, you may offer an Installment Plan to a non-residential customer due to a bill-up.
 - Enter the [Installment Plan](#) choosing “Negotiated” as the type.
 - The down payment amount required is 15% of the TDB.
 - The monthly payment is the difference between the down payment and the TDB divided by the number of months the customer was billed up.

Keep in mind:

- You must always advise a non-residential customer that they will be assessed a late payment for each month.
- Do not mail an Installment Plan.
- If the non-residential customer is not in Dunning and are currently past due, advise the customer that they are not eligible for an Installment Plan at this time and to pay as much as possible.
 - Once they receive a termination notice they can call back to see if an Installment Plan is available.

Notes on Non-Residential Installment Plans:

- When an account has an Installment Plan that is behind ([defaulted](#)) a Dunning notice will be issued regardless of the amount (there is no “minimum” amount).
- If an account is on the Budget Billing Plan, the system recognizes if there is a credit amount in the Budget Billing Plan. If there is a credit, it’s deducted from the overdue amount to determine the initial [disconnection notice](#) amount.
- If the account has a [third party](#) listed, and the customer is sent a disconnection notice, a duplicate copy of the disconnection notice is prepared and mailed directly to the third party.
- A [Refresher Notice](#) is issued if an account has a Dunning notice at the time of billing and the previous disconnection notice was sent more than forty-five (45) days ago.
- If the [Installment Plan cancels](#), the customer will not be eligible to renegotiate an Installment Plan if the initial disconnection notice amount is less than fifty dollars (\$50); no notice is issued provided the account has over twelve (12) months of history.

For details on non-residential, see [“Requirements needed to prevent disconnection”](#) for more details.

- **Dunning Locks**

Guidelines for Dunning Locks on non-residential accounts are similar to the guidelines for [residential](#) Dunning Locks. You may place a Dunning Lock on the account up to the day before the “Next Bill Mailed” date. If the [Installment Plan cancels](#), the customer will not be eligible to renegotiate a [non-residential Installment Plan](#).

Installment Plan Statuses (Residential or Non-Residential)

- 1) **Active Installment Plan:** When a customer makes monthly payments by the late payment charge date, the Installment Plan is considered “current”. Even when an Installment Plan is “current” a **late payment charge (LPC) of 1.5% (18% annually) is charged to non-residential accounts only.**

If the customer either misses the current payment or does not pay the entire current monthly amount by the LPC date, the Installment Plan will remain active, but that amount will be listed as the “Installment Plan catch up amount” on the **Account Balance Overview**. This puts the customer in jeopardy of having their gas service disconnected and **they are charged a 1.5% late payment charge (LPC)** of the past due balance.

- **If a Customer pays only the catch up amount** of their Installment Plan, **and** the payment **will be posted the same night as the account will be billed:**
 - The Installment Plan will not cancel.
 - The customer should be advised that the current amount is also due. See the [Payment Matrix](#) for where the customer should pay.
 - A new Dunning cycle will begin with the new bill

- When a customer is calling on **the same day as billing** (get the account's Portion number and check the Billing and Meter Reading Schedule) and they have a "catch up amount", you MUST advise that both the catch up amount and current Installment Plan amounts are due.
- If the customer is calling BEFORE 4:00 pm and they can only pay the catch up amount, they must pay that amount either through ORCC, the NFG website, or at a CAC in order for the payment to post the same day and keep the Installment Plan from cancelling.
- If the customer is calling AFTER 4:00 pm, see a floor supervisor.
- When the catch up amount of a signed, scanned Installment Plan is not paid by the date the termination order is available to go to the field (indicated by the Collection Step: "Dunning Order" on **Dunning History**) the Installment Plan will be 'canceled' and the status will be "Deactivated".
- When the catch up amount of an Installment Plan that is not signed and scanned is not posted by either:
 - The date when the termination order is available to go to the field (indicated by the Collection Step: "Dunning Order" on **Dunning History**) the Installment Plan will be 'canceled' and the status will be "Deactivated".
 - Or
 - The billing date the Installment Plan will cancel at nightly billing (if payment is made by 4:00 pm online or by ORCC the Installment Plan will not cancel). The status of the Installment Plan will be "Deactivated".

"Defaulted" Installment Plans – Calls made by CPA or ATF

When a customer is behind more than \$10 on their Installment Plan (not coded CARES and/or with no active Dunning Locks), CPA or ATF will call the customer to remind them of their Installment Plan payment. Below are the categories and scripting of their calls placed to the customer.

NFG NY Installment Plan Default Script ANSW MACHINE to CPA
 NFG NY Installment Plan Default Script to CPA
 NFG NY PreTermination Call Script ANSW MACHINE to CPA
 NFG NY PreTermination Call Script to CPA

2) **Deactivated Installment Plan:**

An Installment Plan can be deactivated for different reasons

- **Paid Installment Plan** – After an Installment Plan has been activated (standard, negotiated or minimum) and the original Installment Plan balance has been paid, the terms of the Installment Plan have been fulfilled. Also will occur if an account's most recent Installment Plan is "paid" and no new Installment Plan has been made on monies (ex. transferred to a new account).
- **Cancelled Installment Plan** – When an Installment Plan (standard, negotiated, or minimum) is activated and the terms of the Installment Plan were not kept (*Installment Plans WILL CANCEL after two missed payments*).
 - In rare cases a residential customer who had a signed/scanned Installment Plan may state (you should not bring it up) that they had a significant change in their household income and/ or expenses. For Example:
 - They have/had a \$10 Installment Plan and now they are earning MORE money than they did when they entered into the Installment Plan
 - They have/had a negotiated Installment Plan and now are earning LESS money than they did when they entered into the Installment Plan
 - Advise the customer they will need to provide proof of the change(s).

- Instruct them to gather the documents to prove the change and that a Supervisor will review the account and return their call.
 - When the Supervisor calls the customer they must have their financial information. The Supervisor will update the "Income & Expense" information from **Special Programs > Customer Options** based on the information provided.
 - Once completed, the Supervisor will provide the customer with available options
- Reinstating Installment Plans:
 - Once a customer has had a canceled signed and scanned Installment Plan, they will **NOT** be given another Installment Plan, unless approved by a Floor Supervisor or management.
 - Approvals to reinstate canceled Installment Plans will be made on an exception basis only.
 - Therefore, do not refer customers to the CACs to try to have their Installment Plan reinstated.
 - Also, do not refer customers to Floor Supervisors unless the call is escalated and the customer requests a Floor Supervisor.
 - A LIRA/LICAAP enrollment will also cancel an Installment Plan
 - Do not refer to Installment Plans as "signed and scanned minimum" when talking to a customer. That is considered National Fuel jargon.
- 3) **Customer Refused** Installment Plan – When the down payment of the standard Installment Plan is not posted by the next billing date, the status of the Installment Plan updates to "Deactivated" with the reason of "06 – customer Refused (Manual)".

NY Only: Installment Plans in "Pending" status will be system cancelled when a termination order is available for field activity. This includes standard (Type 1000), negotiated (Type 1020), and minimum negotiated (Type 1010),

NATIONAL FUEL GAS DISTRIBUTION CORPORATION
NEW YORK DIVISION
RESPONSE TO PUBLIC UTILITY LAW PROJECT of NY
REQUEST FOR INFORMATION
CASE 16-G-0257

Question

Since January 1, 2008, please provide a list of the total number of migrated (i.e., enrolled) residential customers served by each ESCO along with the percentage served by the ESCO during January of each year. If information is not available for requested timeframe, please indicate why not, and provide information from date for which information is available.

Response

Please refer to "PULP-29 Residential Transportation Customers.xlsx" which has the number of enrolled residential transportation customers as of January for 2008-2016. Individual ESCO names have been replaced with ESCO 1 through ESCO 67.

**National Fuel Gas Distribution
New York Division
Residential Transportation Customers as of January**

ID	ESCO	Jan 2016	Jan 2015	Jan 2014	Jan 2013	Jan 2012	Jan 2011	Jan 2010	Jan 2009	Jan 2008
1	ESCO 1	13,496	13,986	14,481	15,436	15,854	16,395	16,798	16,526	15,854
2	ESCO 2	0	0	1	1	1	1	1	1	0
3	ESCO 3	7,192	8,165	8,705	9,119	10,500	12,315	15,047	16,528	18,579
4	ESCO 4	207	1,253	205	191	181	1,143	209	214	166
5	ESCO 5	26	26	26	27	27	27	27	27	27
6	ESCO 6	2	2	1	0	0	0	0	0	0
7	ESCO 7	2,737	3,092	3,305	3,536	2,658	2,148	1,841	1,706	1,739
8	ESCO 8	2,834	1,684	1,463	1,593					
9	ESCO 9					1,878	2,304	2,907	3,627	3,439
10	ESCO 10	3,401	3,194	3,161	3,259	3,046	2,997	2,951	2,713	3,031
11	ESCO 11	663	692	697	648	657	519	499	414	467
12	ESCO 12				9	8	9	10	9	16
13	ESCO 13				309	306	321	321	327	337
14	ESCO 14	0	0	0	0	1	1	1	1	1
15	ESCO 15		334	361	387	362	356	379	405	426
16	ESCO 16	603	675	572	495	427	395	365	243	253
17	ESCO 17	7,940	8,120	8,444	8,848	8,921	9,440	9,623	9,542	9,862
18	ESCO 18	1,209	218	1,283	1,222	1,168	217	1,068	771	588
19	ESCO 19	1,054	1,035	1,077	627	751	976	605	528	503
20	ESCO 20	608	631	659	666	636	678	730	761	779
21	ESCO 21	31	10	11	9	9	9	9	9	9
22	ESCO 22	0	1	1	1	1	2	2	5	5
23	ESCO 23									6,832
24	ESCO 24	2,769	3,555	4,019	5,255	6,986	8,315	7,306	7,115	
25	ESCO 25							43	53	78
26	ESCO 26	1	1	1	12	14	14	13	12	12
27	ESCO 27	2	0	9	10	10	9	0	0	0
28	ESCO 28							4	3	4
29	ESCO 29	63	67	59	67	58	42	20	7	5
30	ESCO 30	23	24	22	19	34	30	33	18	4
31	ESCO 31								111	74
32	ESCO 32	276	331	383	451	543	744	910	1,157	1,500
33	ESCO 33							311	255	243
34	ESCO 34	2,019	2,109	2,232	2,357	1,493	765			
35	ESCO 35	11,188	14,458	19,166	19,430	20,016	17,928	17,066	13,795	14,320
36	ESCO 36							1,391		
37	ESCO 37	3,629	3,253	3,012	2,467	2,699	1,457		1,468	1,354
38	ESCO 38					1,122	1,330	1,611	2,306	4,449
39	ESCO 39	2,586	2,173	2,280	2,720	2,750	3,718	5,133	3,481	834
40	ESCO 40	146	189	264	413	635	883	1,039	212	
41	ESCO 41	1,184	1,791	1,440	1,657	1,774	2,168	2,230	2,069	
42	ESCO 42	176	156	118	107	67	29	3	4	
43	ESCO 43	152	95	167	192	75	86	102		
44	ESCO 44	1,460	1,854	2,410	3,219	4,199	3,933	1,941		
45	ESCO 45	6,642	6,381	5,147	3,989	1,149				
46	ESCO 46	485	648	1,184	805	353				
47	ESCO 47	0	0	195	195	196				
48	ESCO 48	92	125	178	266	440				
49	ESCO 49	466	416	428	469	260				
50	ESCO 50	248	354	556	1,207	924				
51	ESCO 51	343	481	306						
52	ESCO 52	14,730	14,463	13,387	8,903					
53	ESCO 53	40	25							
54	ESCO 54	86	16	48	169					
55	ESCO 55	848	894	826	57					
56	ESCO 56	42	63	120	120					
57	ESCO 57	578	434	257	109					
58	ESCO 58		52	54						
59	ESCO 59	0	22	3						
60	ESCO 60	220	372	248						
61	ESCO 61	13	16	22						
62	ESCO 62	660	817	389						
63	ESCO 63	11								
64	ESCO 64	3,062	1,695							
65	ESCO 65	395	57							
66	ESCO 66	495	293							
67	ESCO 67	9								
Totals		97,142	100,798	103,383	101,048	93,189	91,704	92,549	86,423	85,790

NATIONAL FUEL GAS DISTRIBUTION CORPORATION
NEW YORK DIVISION
RESPONSE TO PUBLIC UTILITY LAW PROJECT of NY
REQUEST FOR INFORMATION
CASE 16-G-0257

Question

Since January 1, 2008, please provide the monthly percentage of migrated residential customers whose ESCO charges were sold to the company through the purchase of receivables program. If information is not available for requested timeframe, please indicate why not, and provide information from date for which information is available.

Response

The percentage can be approximated starting in October 2010 from information provided in UFR-58. Residential customers receiving service from ESCOs is provided in the rate category SC-1 Residential Transportation. For the October 2010 through September 2011 this can be found at UFR-58, Attachment 1, Page 15. Accounts with Billing Charge (line 891) would approximate residential accounts within the purchase of receivables ("POR") program, Accounts Without Billing Charge (Line 892) would approximate residential accounts where receivables were not purchased. For example in October 2010 68,211 residential accounts incurred a billing charge and 17,464 residential accounts did not. Approximately 80% of residential transportation customers were included in the POR program in October 2010.

For the October 2015 through February 2016 this can be found at UFR-58, Attachment 6, Page 11. Accounts with Billing Charge (line 552) would approximate residential accounts within the purchase of receivables ("POR") program, Accounts Without Billing Charge (Line 553) would approximate residential accounts where receivables were not purchased. For example in February 2016 63,053 residential accounts incurred a billing charge and 13,497 residential accounts did not. Approximately 82% of residential transportation customers were included in the POR program as of February 2016.

Percentages can be calculated in a similar fashion for the remaining months requested. However, as can be seen from the examples, the monthly percentages are fairly consistent between the 80% to 85% level.

NATIONAL FUEL GAS DISTRIBUTION CORPORATION
NEW YORK DIVISION
RESPONSE TO PUBLIC UTILITY LAW PROJECT of NY
REQUEST FOR INFORMATION
CASE 16-G-0257

The following questions relate to the applicability of Service Classification No. 1 (Residential) as described in Leaf 149 of the Company's tariff, as follows:

"Any use of gas where consumption is less than 25,000,000 cubic feet per year for residential purposes in a one-family, two-family, three-family, or four-family dwelling, whether such service is individually or master metered, and in separately metered apartments in all other multiple-family dwellings. Where gas used for non-residential and residential purposes is not separately metered, this Service Classification shall apply if more than 50% of the cubical content of the pertinent structure is used for residential purposes.

Also for all gas utilized exclusively in connection with any post or hall owned or leased by a not-for-profit corporation that is a veterans' organization; for religious purposes by any corporation or association organized and conducted in good faith for religious purposes; and for community residences as defined in subdivision twenty-eight, twenty-eight-a or twenty-eight-b of Section 1.03 of the Mental Hygiene Law, provided, however, that such community residence shall be operated by a not-for profit corporation and if supervisory staff is on site on a twenty-four hour per day basis, that the residence provides living accommodations for fourteen or fewer residents."

Questions:

- a. Does the Company have the ability to differentiate whether a residential meter is an individual meter or a master meter?
- b. If the answer to 27a is "Yes", does the Company have the ability to identify the number of dwellings that a master meter serves; for example, a one-family, two-family, three-family, or four-family dwelling?
- c. Does the Company have the ability to identify whether a residential meter serves dwellings for which gas is provided for both non-residential and residential purposes?
- d. Does the Company have the ability to identify whether a meter serves a facility as described in the second paragraph of the applicability of Service Classification No. 1 above, as distinguished from the dwellings as described in the first paragraph?

NATIONAL FUEL GAS DISTRIBUTION CORPORATION
NEW YORK DIVISION
RESPONSE TO PUBLIC UTILITY LAW PROJECT of NY
REQUEST FOR INFORMATION
CASE 16-G-0257

Response

- a. Residential accounts are typically served by a single meter. We do not have any cases where there are additional meters downstream of the residential meter. There are cases where a single meter does serve two or more residential units.
- b. Yes. An account is denoted as 2-family if a single meter serves two residential units and as a multiple dwelling if a single meter serves 3 or more residential units.
- c. Yes. Non-residential (e.g. commercial or industrial) accounts where the meter also provides gas service to a single residential unit are denoted as 2-family while non-residential accounts where the meter also provides gas service to 2 or more residential units are denoted as multiple dwelling. There is only one revenue class that can be assigned to an account based on the percent of use as described in the first paragraph above.
- d. Customers that have notified the Company that they meet the criteria described in the second paragraph above are coded as being eligible for Service Class 1 even though they may be a non-residential customer.

NATIONAL FUEL GAS DISTRIBUTION CORPORATION
NEW YORK DIVISION
RESPONSE TO PUBLIC UTILITY LAW PROJECT of NY
REQUEST FOR INFORMATION
CASE 16-G-0257

Question

Please provide the number of residential customers with arrears greater than 60 days who were supplied by an ESCO, and the dollar amount of those arrears.

Please provide the requested data by month, from January 1, 2008 through June 30, 2016 (or the time frame for which information is available, if less). In your response, please also separate low income customers from non-low income customers.

Response

Refer to "PULP-9 Residential ESCO Arrears.xlsx" which contains the requested information for the period July 2013 through April 2016. The Company does not have the information prior to June 2013 or after April 2016. The Company does not separately report low income and non-low income customers for this report.

National Fuel Gas Distribution
New York Division
Residential ESCO Arrears >= 60 Days

Report Month	ACTIVE ACCOUNTS	ACTIVE AMOUNT	FINALED ACCOUNTS	FINALED AMOUNT	TOTAL ACCOUNTS	TOTAL AMOUNT
May 2013	15,964	1,870,051	15,923	2,279,936	31,887	4,149,987
Jun 2013	18,566	1,982,700	17,696	2,532,436	36,262	4,515,136
Jul 2013	19,872	1,561,078	18,693	2,641,618	38,565	4,202,696
Aug 2013	19,721	1,766,590	18,788	2,676,390	38,509	4,442,980
Sep 2013	18,008	1,208,961	18,003	2,500,532	36,011	3,709,493
Oct 2013	18,590	1,328,763	18,492	2,575,236	37,082	3,903,999
Nov 2013	17,094	1,142,519	17,571	2,416,620	34,665	3,559,138
Dec 2013	12,001	939,918	14,780	1,953,469	26,781	2,893,387
Jan 2014	11,991	1,099,399	14,758	1,938,539	26,749	3,037,938
Feb 2014	12,801	1,453,353	14,743	1,943,953	27,544	3,397,306
Mar 2014	14,969	1,971,570	14,984	2,013,580	29,953	3,985,150
Apr 2014	17,177	2,444,727	16,226	2,389,170	33,403	4,833,897
May 2014	19,339	2,747,267	18,070	2,945,766	37,409	5,693,033
Jun 2014	21,001	2,616,469	19,533	3,294,640	40,534	5,911,109
Jul 2014	22,205	2,438,090	20,108	3,387,941	42,313	5,826,031
Aug 2014	21,287	2,081,139	19,923	3,359,155	41,210	5,440,295
Sep 2014	18,509	1,583,496	19,071	3,135,485	37,580	4,718,981
Oct 2014	19,868	1,802,000	19,553	3,260,384	39,421	5,062,384
Nov 2014	17,397	1,448,757	18,634	3,038,259	36,031	4,487,016
Dec 2014	12,739	1,168,613	16,358	2,573,408	29,097	3,742,021
Jan 2015	12,907	1,314,470	16,062	2,509,497	28,969	3,823,967
Feb 2015	13,204	1,563,111	15,869	2,488,327	29,073	4,051,438
Mar 2015	14,852	1,957,883	16,054	2,492,342	30,906	4,450,225
Apr 2015	16,438	2,251,114	16,903	2,585,512	33,341	4,836,626
May 2015	16,470	2,161,432	18,163	2,784,244	34,633	4,945,676
Jun 2015	18,040	2,049,174	18,960	2,893,458	37,000	4,942,632
Jul 2015	18,603	1,799,430	18,922	2,827,946	37,525	4,627,376
Aug 2015	17,827	1,533,915	18,646	2,736,399	36,473	4,270,314
Sep 2015	16,024	1,205,890	17,445	2,428,638	33,469	3,634,527
Oct 2015	16,845	1,340,349	18,042	2,608,380	34,887	3,948,729
Nov 2015	14,721	1,091,971	17,043	2,322,064	31,764	3,414,035
Dec 2015	10,758	878,088	14,365	1,960,294	25,123	2,838,382
Jan 2016	11,000	957,055	14,247	1,896,312	25,247	2,853,367
Feb 2016	11,576	1,102,243	14,049	1,835,411	25,625	2,937,653
Mar 2016	12,796	1,310,760	14,112	1,798,795	26,908	3,109,556
Apr 2016	13,965	1,467,641	14,350	1,748,860	28,315	3,216,501

NATIONAL FUEL GAS DISTRIBUTION CORPORATION
NEW YORK DIVISION
RESPONSE TO PUBLIC UTILITY LAW PROJECT of NY
REQUEST FOR INFORMATION
CASE 16-G-0257

Question

Please provide the number of residential customers with deferred payment agreements requiring a \$10 monthly payment, and the dollar amount of those deferred payment agreements (including down payments).

Please provide the requested data by month, from January 1, 2008 through June 30, 2016 (or the time frame for which information is available, if less). In your response, please also separate low income customers from non-low income customers.

Response

Refer to "PULP-8 Minimum Deferred Payment Agreements.xlsx" which contains the requested information for the period July 2013 through June 2016. The Company does not have information prior to June 2013. Also, the Company does not separately report low income and non-low income customers for this report.

**National Fuel Gas Distribution
New York Division
Residential Minimum
Deferred Payment Agreements**

Month	Customers	Balance
Jul 2013	9,792	9,484,424
Aug 2013	10,359	9,363,569
Sep 2013	10,792	9,471,094
Oct 2013	11,138	9,677,095
Nov 2013	11,191	10,080,529
Dec 2013	10,135	9,232,720
Jan 2014	9,727	10,019,214
Feb 2014	9,631	10,686,621
Mar 2014	10,375	11,667,920
Apr 2014	11,386	12,190,786
May 2014	12,789	12,766,983
Jun 2014	13,371	12,557,085
Jul 2014	13,986	12,770,007
Aug 2014	14,380	12,604,814
Sep 2014	15,048	12,943,848
Oct 2014	15,443	13,307,520
Nov 2014	15,691	14,023,732
Dec 2014	14,811	12,859,306
Jan 2015	14,018	13,382,572
Feb 2015	13,689	13,512,453
Mar 2015	13,509	13,627,905
Apr 2015	13,779	13,447,981
May 2015	13,912	12,208,879
Jun 2015	14,119	12,027,220
Jul 2015	14,129	11,910,045
Aug 2015	14,104	11,653,385
Sep 2015	14,203	11,611,241
Oct 2015	14,431	11,978,885
Nov 2015	14,339	11,939,287
Dec 2015	12,987	10,495,961
Jan 2016	12,279	10,545,384
Feb 2016	11,972	10,653,803
Mar 2016	11,792	10,844,222
Apr 2016	11,633	10,530,424
May 2016	11,235	10,161,633
Jun 2016	11,167	10,104,686

NATIONAL FUEL GAS DISTRIBUTION CORPORATION
NEW YORK DIVISION
RESPONSE TO PUBLIC UTILITY LAW PROJECT of NY
REQUEST FOR INFORMATION
CASE 16-G-0257

Question

Please provide the monthly residential customer collection activity reports provided to the Public Service Commission from January 1996 through December 2005, and from January 2009 through December 2009 (or the time frame for which information is available, if less). Please provide all data in Excel 2007 or later spreadsheet format (extension reads ".xlsx").

Response

Refer to "PULP-7.xlsx" which contains the requested information.

MONTHLY COLLECTIONS REPORT

National Fuel

RESIDENTIAL SERVICE

MONTH OF: Dec-09

<i>ITEM DESCRIPTION</i>	TOTALS	
	Customer	Dollars
1. Arrears Greater Than Sixty Days	27,151	\$19,828,177
2. Final Termination Notices This Month	17,735	\$9,451,572
3a. Unresolved Arrears (FTN Expired)	3,273	\$1,557,594
3b. Accounts Eligible For Field Action	768	\$490,453
4a. Terminations For Non-Payment - All	309	\$229,698
4b. Terminations For Non-Pmt - Heat Related	308	\$229,281
4c. Terminations For Non-Pmt - Service Limiter	N/A	N/A
4d. Term. Other Than Non-Pmt. or Cust. Request	70	
5 Reconnections for Non-Pmt.		
5a. Reconnects Due To HEAP or DSS	110	\$47,286
5b. Reconnects Due To Deferred Payment Agrmt.	61	\$31,167
6a. Active DPA's At The Beginning Of This Month	27,821	\$17,250,811
6b. Deferred Payment Agreements Made	2,209	\$1,624,929
6c. Deferred Payment Agreements Reinstated	18	
6d. Deferred Payment Agreements Defaulted	2,626	\$1,337,416
6e. Deferred Payment Agreements Satisfied	3,805	
6f. Active DPA's At The End Of This Month	25,440	\$17,408,575
6g. Percent Of DPA's In Arrears > 60 Days	93.70%	87.80%
7a. Uncollectibles This Month	1,597	\$369,546
7b. Percent Of UCB's with Less Than 1 Year Service	44.10%	
7c. Resid. UCB Accounts with One or More DPA	474	
8. Residential Sales	460,869	\$52,000,836
9a. Residential Bankruptcies	99	\$135,367
9b. Percent Of Bankruptcies Compared To All UCB's	6.20%	36.60%
10a. Final Bills Issued This Month	5,875	\$1,542,171
10b. Final Bills With Arrears This Month	1,990	\$1,340,009
10c. Final Bills With One or More DPA (last 12 months)	1,990	\$787,695
11. Deposits Received This Month	53	\$31,321

Notes: *Please enter any special notes here.*

MONTHLY COLLECTIONS REPORT

National Fuel

RESIDENTIAL SERVICE

MONTH OF: Nov-09

<i>ITEM DESCRIPTION</i>	TOTALS	
	Customer	Dollars
1. Arrears Greater Than Sixty Days	28,197	\$19,453,635
2. Final Termination Notices This Month	17,463	\$8,460,890
3a. Unresolved Arrears (FTN Expired)	2,059	\$981,937
3b. Accounts Eligible For Field Action	666	\$488,460
4a. Terminations For Non-Payment - All	344	\$276,105
4b. Terminations For Non-Pmt - Heat Related	340	\$273,334
4c. Terminations For Non-Pmt - Service Limiter	N/A	N/A
4d. Term. Other Than Non-Pmt. or Cust. Request	112	
5 Reconnections for Non-Pmt.		
5a. Reconnects Due To HEAP or DSS	103	\$47,554
5b. Reconnects Due To Deferred Payment Agrmt.	41	\$11,004
6a. Active DPA's At The Beginning Of This Month	31,123	\$19,859,498
6b. Deferred Payment Agreements Made	2,295	\$1,872,430
6c. Deferred Payment Agreements Reinstated	22	
6d. Deferred Payment Agreements Defaulted	2,715	\$970,259
6e. Deferred Payment Agreements Satisfied	4,303	
6f. Active DPA's At The End Of This Month	27,821	\$17,250,811
6g. Percent Of DPA's In Arrears > 60 Days	98.70%	88.70%
7a. Uncollectibles This Month	1,315	-\$675,343
7b. Percent Of UCB's with Less Than 1 Year Service	37.90%	
7c. Resid. UCB Accounts with One or More DPA	411	
8. Residential Sales	458,382	\$35,936,595
9a. Residential Bankruptcies	57	\$53,685
9b. Percent Of Bankruptcies Compared To All UCB's	4.30%	-7.90%
10a. Final Bills Issued This Month	6,138	\$1,662,532
10b. Final Bills With Arrears This Month	2,055	\$1,405,497
10c. Final Bills With One or More DPA (last 12 months)	2,228	\$918,051
11. Deposits Received This Month	53	\$25,690

Notes: *Please enter any special notes here.*

MONTHLY COLLECTIONS REPORT

National Fuel

RESIDENTIAL SERVICE

MONTH OF: Oct-09

<i>ITEM DESCRIPTION</i>	TOTALS	
	Customer	Dollars
1. Arrears Greater Than Sixty Days	33,673	\$21,778,334
2. Final Termination Notices This Month	18,071	\$8,648,877
3a. Unresolved Arrears (FTN Expired)	11,564	\$5,669,348
3b. Accounts Eligible For Field Action	3,428	\$1,895,666
4a. Terminations For Non-Payment - All	1,719	\$1,246,974
4b. Terminations For Non-Pmt - Heat Related	1,690	\$1,234,387
4c. Terminations For Non-Pmt - Service Limiter	N/A	N/A
4d. Term. Other Than Non-Pmt. or Cust. Request	208	
5 Reconnections for Non-Pmt.		
5a. Reconnects Due To HEAP or DSS	92	\$18,154
5b. Reconnects Due To Deferred Payment Agrmt.	217	\$86,236
6a. Active DPA's At The Beginning Of This Month	33,883	\$20,808,143
6b. Deferred Payment Agreements Made	2,971	\$2,161,228
6c. Deferred Payment Agreements Reinstated	38	
6d. Deferred Payment Agreements Defaulted	3,013	\$1,301,650
6e. Deferred Payment Agreements Satisfied	2,670	
6f. Active DPA's At The End Of This Month	31,123	\$19,859,498
6g. Percent Of DPA's In Arrears > 60 Days	92.40%	91.20%
7a. Uncollectibles This Month	1,872	\$883,414
7b. Percent Of UCB's with Less Than 1 Year Service	41.90%	
7c. Resid. UCB Accounts with One or More DPA	653	
8. Residential Sales	455,184	\$26,876,485
9a. Residential Bankruptcies	64	\$60,119
9b. Percent Of Bankruptcies Compared To All UCB's	3.40%	6.80%
10a. Final Bills Issued This Month	8,154	\$2,965,449
10b. Final Bills With Arrears This Month	3,631	\$2,783,944
10c. Final Bills With One or More DPA (last 12 months)	3,442	\$1,791,243
11. Deposits Received This Month	79	\$40,149

Notes: *Please enter any special notes here.*

MONTHLY COLLECTIONS REPORT

National Fuel

RESIDENTIAL SERVICE

MONTH OF: Sep-09

<i>ITEM DESCRIPTION</i>	TOTALS	
	Customer	Dollars
1. Arrears Greater Than Sixty Days	33,899	\$21,517,516
2. Final Termination Notices This Month	17,764	\$8,889,146
3a. Unresolved Arrears (FTN Expired)	10,789	\$5,828,225
3b. Accounts Eligible For Field Action	3,846	\$2,458,914
4a. Terminations For Non-Payment - All	2,356	\$1,747,069
4b. Terminations For Non-Pmt - Heat Related	2,318	\$1,724,759
4c. Terminations For Non-Pmt - Service Limiter	N/A	N/A
4d. Term. Other Than Non-Pmt. or Cust. Request	116	
5 Reconnections for Non-Pmt.		
5a. Reconnects Due To HEAP or DSS	109	\$22,558
5b. Reconnects Due To Deferred Payment Agrmt.	341	\$147,781
6a. Active DPA's At The Beginning Of This Month	35,500	\$22,114,078
6b. Deferred Payment Agreements Made	2,978	\$2,117,581
6c. Deferred Payment Agreements Reinstated	41	
6d. Deferred Payment Agreements Defaulted	2,746	\$1,250,017
6e. Deferred Payment Agreements Satisfied	2,061	
6f. Active DPA's At The End Of This Month	33,883	\$20,808,143
6g. Percent Of DPA's In Arrears > 60 Days	100.00%	96.70%
7a. Uncollectibles This Month	2,490	\$2,753,104
7b. Percent Of UCB's with Less Than 1 Year Service	39.90%	
7c. Resid. UCB Accounts with One or More DPA	976	
8. Residential Sales	454,076	\$16,542,472
9a. Residential Bankruptcies	124	\$116,000
9b. Percent Of Bankruptcies Compared To All UCB's	5.00%	4.20%
10a. Final Bills Issued This Month	8,700	\$3,384,927
10b. Final Bills With Arrears This Month	4,242	\$3,215,926
10c. Final Bills With One or More DPA (last 12 months)	4,034	\$2,167,771
11. Deposits Received This Month	78	\$34,399

Notes: *Please enter any special notes here.*

MONTHLY COLLECTIONS REPORT

National Fuel

RESIDENTIAL SERVICE

MONTH OF: Aug-09

<i>ITEM DESCRIPTION</i>	TOTALS	
	Customer	Dollars
1. Arrears Greater Than Sixty Days	34,893	\$22,703,876
2. Final Termination Notices This Month	17,215	\$9,077,187
3a. Unresolved Arrears (FTN Expired)	11,642	\$6,948,152
3b. Accounts Eligible For Field Action	4,327	\$3,058,143
4a. Terminations For Non-Payment - All	2,761	\$2,273,468
4b. Terminations For Non-Pmt - Heat Related	2,721	\$2,245,860
4c. Terminations For Non-Pmt - Service Limiter	N/A	N/A
4d. Term. Other Than Non-Pmt. or Cust. Request	142	
5 Reconnections for Non-Pmt.		
5a. Reconnects Due To HEAP or DSS	96	\$26,874
5b. Reconnects Due To Deferred Payment Agrmt.	384	\$154,032
6a. Active DPA's At The Beginning Of This Month	36,785	\$23,870,748
6b. Deferred Payment Agreements Made	3,379	\$240,998
6c. Deferred Payment Agreements Reinstated	51	
6d. Deferred Payment Agreements Defaulted	2,366	\$1,167,409
6e. Deferred Payment Agreements Satisfied	1,678	
6f. Active DPA's At The End Of This Month	35,500	\$22,114,078
6g. Percent Of DPA's In Arrears > 60 Days	101.70%	97.40%
7a. Uncollectibles This Month	2,644	\$2,411,083
7b. Percent Of UCB's with Less Than 1 Year Service	37.60%	
7c. Resid. UCB Accounts with One or More DPA	1,014	
8. Residential Sales	452,999	\$15,712,760
9a. Residential Bankruptcies	149	\$162,120
9b. Percent Of Bankruptcies Compared To All UCB's	5.60%	6.70%
10a. Final Bills Issued This Month	9,023	\$4,047,622
10b. Final Bills With Arrears This Month	4,281	\$3,805,824
10c. Final Bills With One or More DPA (last 12 months)	4,287	\$2,633,753
11. Deposits Received This Month	85	\$28,046

Notes: *Please enter any special notes here.*

MONTHLY COLLECTIONS REPORT

National Fuel

RESIDENTIAL SERVICE

MONTH OF: Jul-09

<i>ITEM DESCRIPTION</i>	TOTALS	
	Customer	Dollars
1. Arrears Greater Than Sixty Days	36,427	\$24,454,654
2. Final Termination Notices This Month	18,556	\$10,007,970
3a. Unresolved Arrears (FTN Expired)	12,755	\$8,444,287
3b. Accounts Eligible For Field Action	5,099	\$4,281,380
4a. Terminations For Non-Payment - All	3,400	\$3,368,266
4b. Terminations For Non-Pmt - Heat Related	3,350	\$3,348,850
4c. Terminations For Non-Pmt - Service Limiter	N/A	N/A
4d. Term. Other Than Non-Pmt. or Cust. Request	120	
5 Reconnections for Non-Pmt.		
5a. Reconnects Due To HEAP or DSS	155	\$71,259
5b. Reconnects Due To Deferred Payment Agrmt.	531	\$199,730
6a. Active DPA's At The Beginning Of This Month	36,283	\$24,365,215
6b. Deferred Payment Agreements Made	4,003	\$3,090,358
6c. Deferred Payment Agreements Reinstated	65	
6d. Deferred Payment Agreements Defaulted	2,154	\$1,155,588
6e. Deferred Payment Agreements Satisfied	1,683	
6f. Active DPA's At The End Of This Month	36,785	\$23,870,748
6g. Percent Of DPA's In Arrears > 60 Days	101.00%	97.60%
7a. Uncollectibles This Month	2,981	\$2,846,399
7b. Percent Of UCB's with Less Than 1 Year Service	47.70%	
7c. Resid. UCB Accounts with One or More DPA	1,493	
8. Residential Sales	455,857	\$16,302,238
9a. Residential Bankruptcies	87	\$87,085
9b. Percent Of Bankruptcies Compared To All UCB's	2.90%	3.10%
10a. Final Bills Issued This Month	9,968	\$5,957,664
10b. Final Bills With Arrears This Month	5,292	\$5,689,067
10c. Final Bills With One or More DPA (last 12 months)	4,896	\$3,742,857
11. Deposits Received This Month	93	\$24,745

Notes: *Please enter any special notes here.*

MONTHLY COLLECTIONS REPORT

National Fuel

RESIDENTIAL SERVICE

MONTH OF: Jun-09

<i>ITEM DESCRIPTION</i>	TOTALS	
	Customer	Dollars
1. Arrears Greater Than Sixty Days	36,169	\$25,996,371
2. Final Termination Notices This Month	20,652	\$11,947,016
3a. Unresolved Arrears (FTN Expired)	16,167	\$12,686,808
3b. Accounts Eligible For Field Action	7,109	\$7,299,622
4a. Terminations For Non-Payment - All	4,866	\$5,639,885
4b. Terminations For Non-Pmt - Heat Related	4,820	\$5,612,299
4c. Terminations For Non-Pmt - Service Limiter	N/A	N/A
4d. Term. Other Than Non-Pmt. or Cust. Request	133	
5 Reconnections for Non-Pmt.		
5a. Reconnects Due To HEAP or DSS	230	\$157,925
5b. Reconnects Due To Deferred Payment Agrmt.	830	\$358,180
6a. Active DPA's At The Beginning Of This Month	35,127	\$24,620,616
6b. Deferred Payment Agreements Made	6,124	\$5,262,511
6c. Deferred Payment Agreements Reinstated	81	
6d. Deferred Payment Agreements Defaulted	2,588	\$1,633,583
6e. Deferred Payment Agreements Satisfied	1,539	
6f. Active DPA's At The End Of This Month	36,283	\$24,365,215
6g. Percent Of DPA's In Arrears > 60 Days	100.30%	93.70%
7a. Uncollectibles This Month	3,070	\$3,087,688
7b. Percent Of UCB's with Less Than 1 Year Service	48.70%	
7c. Resid. UCB Accounts with One or More DPA	1,536	
8. Residential Sales	459,228	\$19,735,717
9a. Residential Bankruptcies	70	\$81,461
9b. Percent Of Bankruptcies Compared To All UCB's	2.30%	2.60%
10a. Final Bills Issued This Month	11,415	\$9,200,953
10b. Final Bills With Arrears This Month	6,789	\$8,765,076
10c. Final Bills With One or More DPA (last 12 months)	5,879	\$5,797,600
11. Deposits Received This Month	103	\$24,138

Notes: *Please enter any special notes here.*

MONTHLY COLLECTIONS REPORT

National Fuel

RESIDENTIAL SERVICE

MONTH OF: May-09

<i>ITEM DESCRIPTION</i>	TOTALS	
	Customer	Dollars
1. Arrears Greater Than Sixty Days	35,725	\$28,035,988
2. Final Termination Notices This Month	25,058	\$17,197,864
3a. Unresolved Arrears (FTN Expired)	15,420	\$12,631,382
3b. Accounts Eligible For Field Action	6,224	\$6,756,617
4a. Terminations For Non-Payment - All	4,319	\$5,060,020
4b. Terminations For Non-Pmt - Heat Related	4,287	\$5,043,626
4c. Terminations For Non-Pmt - Service Limiter	N/A	N/A
4d. Term. Other Than Non-Pmt. or Cust. Request	111	
5 Reconnections for Non-Pmt.		
5a. Reconnects Due To HEAP or DSS	695	\$284,208
5b. Reconnects Due To Deferred Payment Agrmt.	925	\$340,019
6a. Active DPA's At The Beginning Of This Month	31,936	\$23,161,879
6b. Deferred Payment Agreements Made	7,358	\$6,638,152
6c. Deferred Payment Agreements Reinstated	84	
6d. Deferred Payment Agreements Defaulted	3,732	\$2,938,484
6e. Deferred Payment Agreements Satisfied	1,211	
6f. Active DPA's At The End Of This Month	35,127	\$24,620,616
6g. Percent Of DPA's In Arrears > 60 Days	98.30%	87.80%
7a. Uncollectibles This Month	3,081	\$3,343,915
7b. Percent Of UCB's with Less Than 1 Year Service	54.60%	
7c. Resid. UCB Accounts with One or More DPA	1,528	
8. Residential Sales	464,603	\$30,408,748
9a. Residential Bankruptcies	91	\$94,848
9b. Percent Of Bankruptcies Compared To All UCB's	3.00%	2.80%
10a. Final Bills Issued This Month	10,248	\$9,431,886
10b. Final Bills With Arrears This Month	6,369	\$8,976,878
10c. Final Bills With One or More DPA (last 12 months)	5,226	\$6,220,137
11. Deposits Received This Month	65	\$21,475

Notes: *Please enter any special notes here.*

MONTHLY COLLECTIONS REPORT

National Fuel

RESIDENTIAL SERVICE

MONTH OF: Apr-09

<i>ITEM DESCRIPTION</i>	TOTALS	
	Customer	Dollars
1. Arrears Greater Than Sixty Days	33,145	\$27,688,620
2. Final Termination Notices This Month	25,008	\$19,347,132
3a. Unresolved Arrears (FTN Expired)	10,891	\$998,520
3b. Accounts Eligible For Field Action	5,231	\$6,271,113
4a. Terminations For Non-Payment - All	3,425	\$4,231,296
4b. Terminations For Non-Pmt - Heat Related	3,396	\$4,211,936
4c. Terminations For Non-Pmt - Service Limiter	N/A	N/A
4d. Term. Other Than Non-Pmt. or Cust. Request	61	
5 Reconnections for Non-Pmt.		
5a. Reconnects Due To HEAP or DSS	699	\$267,346
5b. Reconnects Due To Deferred Payment Agrmt.	466	\$178,779
6a. Active DPA's At The Beginning Of This Month	32,202	\$22,903,747
6b. Deferred Payment Agreements Made	5,498	\$4,836,491
6c. Deferred Payment Agreements Reinstated	52	
6d. Deferred Payment Agreements Defaulted	5,684	\$5,331,132
6e. Deferred Payment Agreements Satisfied	1,600	
6f. Active DPA's At The End Of This Month	31,936	\$23,161,879
6g. Percent Of DPA's In Arrears > 60 Days	96.40%	83.70%
7a. Uncollectibles This Month	2,951	\$3,450,333
7b. Percent Of UCB's with Less Than 1 Year Service	53.80%	
7c. Resid. UCB Accounts with One or More DPA	1,465	
8. Residential Sales	466,792	\$54,473,644
9a. Residential Bankruptcies	88	\$73,908
9b. Percent Of Bankruptcies Compared To All UCB's	3.00%	2.10%
10a. Final Bills Issued This Month	8,025	\$8,108,896
10b. Final Bills With Arrears This Month	4,918	\$7,639,125
10c. Final Bills With One or More DPA (last 12 months)	3,971	\$5,302,903
11. Deposits Received This Month	43	\$24,963

Notes: *Please enter any special notes here.*

MONTHLY COLLECTIONS REPORT

National Fuel

RESIDENTIAL SERVICE

MONTH OF: Mar-09

<i>ITEM DESCRIPTION</i>	TOTALS	
	Customer	Dollars
1. Arrears Greater Than Sixty Days	32,123	\$28,311,010
2. Final Termination Notices This Month	25,708	\$18,445,119
3a. Unresolved Arrears (FTN Expired)	3,304	\$3,158,301
3b. Accounts Eligible For Field Action	1,942	\$2,110,950
4a. Terminations For Non-Payment - All	350	\$443,200
4b. Terminations For Non-Pmt - Heat Related	344	\$440,192
4c. Terminations For Non-Pmt - Service Limiter	N/A	N/A
4d. Term. Other Than Non-Pmt. or Cust. Request	37	
5 Reconnections for Non-Pmt.		
5a. Reconnects Due To HEAP or DSS	72	\$28,982
5b. Reconnects Due To Deferred Payment Agrmt.	12	\$10,560
6a. Active DPA's At The Beginning Of This Month	33,470	\$22,773,301
6b. Deferred Payment Agreements Made	5,613	\$4,816,354
6c. Deferred Payment Agreements Reinstated	15	
6d. Deferred Payment Agreements Defaulted	8,144	\$8,742,074
6e. Deferred Payment Agreements Satisfied	2,575	
6f. Active DPA's At The End Of This Month	32,202	\$22,903,747
6g. Percent Of DPA's In Arrears > 60 Days	100.20%	80.90%
7a. Uncollectibles This Month	1,501	\$864,342
7b. Percent Of UCB's with Less Than 1 Year Service	52.10%	
7c. Resid. UCB Accounts with One or More DPA	471	
8. Residential Sales	463,754	\$76,250,015
9a. Residential Bankruptcies	54	\$67,496
9b. Percent Of Bankruptcies Compared To All UCB's	3.60%	7.80%
10a. Final Bills Issued This Month	5,844	\$3,414,332
10b. Final Bills With Arrears This Month	2,354	\$2,752,309
10c. Final Bills With One or More DPA (last 12 months)	1,967	\$1,777,727
11. Deposits Received This Month	39	\$11,560

Notes: *Please enter any special notes here.*

MONTHLY COLLECTIONS REPORT

National Fuel

RESIDENTIAL SERVICE

MONTH OF: Feb-09

<i>ITEM DESCRIPTION</i>	TOTALS	
	Customer	Dollars
1. Arrears Greater Than Sixty Days	30,357	\$26,681,358
2. Final Termination Notices This Month	21,885	\$13,602,513
3a. Unresolved Arrears (FTN Expired)	2,206	\$1,843,382
3b. Accounts Eligible For Field Action	1,266	\$1,188,013
4a. Terminations For Non-Payment - All	7	\$7,734
4b. Terminations For Non-Pmt - Heat Related	7	\$7,734
4c. Terminations For Non-Pmt - Service Limiter	N/A	N/A
4d. Term. Other Than Non-Pmt. or Cust. Request	43	
5 Reconnections for Non-Pmt.		
5a. Reconnects Due To HEAP or DSS	0	\$0
5b. Reconnects Due To Deferred Payment Agrmt.	0	\$0
6a. Active DPA's At The Beginning Of This Month	31,761	\$20,945,942
6b. Deferred Payment Agreements Made	6,351	\$5,170,344
6c. Deferred Payment Agreements Reinstated	15	
6d. Deferred Payment Agreements Defaulted	8,168	\$7,860,355
6e. Deferred Payment Agreements Satisfied	1,261	
6f. Active DPA's At The End Of This Month	33,470	\$22,773,301
6g. Percent Of DPA's In Arrears > 60 Days	110.30%	85.40%
7a. Uncollectibles This Month	1,481	\$756,315
7b. Percent Of UCB's with Less Than 1 Year Service	53.10%	
7c. Resid. UCB Accounts with One or More DPA	409	
8. Residential Sales	463,444	\$96,326,145
9a. Residential Bankruptcies	88	\$87,104
9b. Percent Of Bankruptcies Compared To All UCB's	5.90%	11.50%
10a. Final Bills Issued This Month	4,500	\$2,201,533
10b. Final Bills With Arrears This Month	1,595	\$1,668,505
10c. Final Bills With One or More DPA (last 12 months)	1,432	\$1,092,172
11. Deposits Received This Month	37	\$15,558

Notes: *Please enter any special notes here.*

MONTHLY COLLECTIONS REPORT

National Fuel

RESIDENTIAL SERVICE

MONTH OF: Jan-09

<i>ITEM DESCRIPTION</i>	TOTALS	
	Customer	Dollars
1. Arrears Greater Than Sixty Days	28,781	\$23,614,273
2. Final Termination Notices This Month	20,708	\$11,350,582
3a. Unresolved Arrears (FTN Expired)	2,171	\$1,789,327
3b. Accounts Eligible For Field Action	1,083	\$1,119,408
4a. Terminations For Non-Payment - All	84	\$92,995
4b. Terminations For Non-Pmt - Heat Related	83	\$92,659
4c. Terminations For Non-Pmt - Service Limiter	N/A	N/A
4d. Term. Other Than Non-Pmt. or Cust. Request	85	
5 Reconnections for Non-Pmt.		
5a. Reconnects Due To HEAP or DSS	28	\$12,930
5b. Reconnects Due To Deferred Payment Agrmt.	27	\$9,579
6a. Active DPA's At The Beginning Of This Month	30,486	\$18,879,731
6b. Deferred Payment Agreements Made	6,601	\$4,892,317
6c. Deferred Payment Agreements Reinstated	12	
6d. Deferred Payment Agreements Defaulted	6,962	\$5,229,462
6e. Deferred Payment Agreements Satisfied	1,921	
6f. Active DPA's At The End Of This Month	31,761	\$20,945,942
6g. Percent Of DPA's In Arrears > 60 Days	110.40%	88.70%
7a. Uncollectibles This Month	2,390	\$761,497
7b. Percent Of UCB's with Less Than 1 Year Service	31.50%	
7c. Resid. UCB Accounts with One or More DPA	420	
8. Residential Sales	461,547	\$104,573,445
9a. Residential Bankruptcies	106	\$129,538
9b. Percent Of Bankruptcies Compared To All UCB's	4.40%	17.00%
10a. Final Bills Issued This Month	4,239	\$1,882,897
10b. Final Bills With Arrears This Month	1,593	\$1,434,548
10c. Final Bills With One or More DPA (last 12 months)	1,471	\$1,029,476
11. Deposits Received This Month	53	\$26,910

Notes: *Please enter any special notes here.*

MONTHLY COLLECTIONS REPORT

National Fuel

RESIDENTIAL SERVICE

MONTH OF: Dec-05

<i>ITEM DESCRIPTION</i>	TOTALS	
	Customer	Dollars
1. Arrears Greater Than Sixty Days	22,462	\$12,283,921
2. Final Termination Notices This Month	23,763	\$9,458,655
3a. Unresolved Arrears (FTN Expired)	1,758	\$1,149,106
3b. Accounts Eligible For Field Action	535	\$424,779
4a. Terminations For Non-Payment - All	42	\$41,729
4b. Terminations For Non-Pmt - Heat Related	42	\$41,729
4c. Terminations For Non-Pmt - Service Limiter	N/A	N/A
4d. Term. Other Than Non-Pmt. or Cust. Request	90	
5 Reconnections for Non-Pmt.		
5a. Reconnects Due To HEAP or DSS	23	\$19,127
5b. Reconnects Due To Deferred Payment Agrmt.	15	\$9,225
6a. Active DPA's At The Beginning Of This Month	36,855	\$12,394,528
6b. Deferred Payment Agreements Made	9,312	\$4,752,505
6c. Deferred Payment Agreements Reinstated	51	
6d. Deferred Payment Agreements Defaulted	9,884	\$5,166,361
6e. Deferred Payment Agreements Satisfied	3,477	
6f. Active DPA's At The End Of This Month	38,122	\$12,457,691
6g. Percent Of DPA's In Arrears > 60 Days	169.70%	101.40%
7a. Uncollectibles This Month	1,881	\$605,487
7b. Percent Of UCB's with Less Than 1 Year Service	35.60%	
7c. Resid. UCB Accounts with One or More DPA	412	
8. Residential Sales	461,804	\$108,158,435
9a. Residential Bankruptcies	422	\$391,367
9b. Percent Of Bankruptcies Compared To All UCB's	22.40%	64.60%
10a. Final Bills Issued This Month	5,779	\$1,758,377
10b. Final Bills With Arrears This Month	1,766	\$1,106,569
10c. Final Bills With One or More DPA (last 12 months)	2,497	\$888,128
11. Deposits Received This Month	126	\$34,326

Notes: *Please enter any special notes here.*

MONTHLY COLLECTIONS REPORT

National Fuel

RESIDENTIAL SERVICE

MONTH OF: Nov-05

<i>ITEM DESCRIPTION</i>	TOTALS	
	Customer	Dollars
1. Arrears Greater Than Sixty Days	24,965	\$12,200,146
2. Final Termination Notices This Month	20,291	\$7,583,705
3a. Unresolved Arrears (FTN Expired)	1,041	\$720,794
3b. Accounts Eligible For Field Action	432	\$345,915
4a. Terminations For Non-Payment - All	203	\$194,300
4b. Terminations For Non-Pmt - Heat Related	196	\$185,302
4c. Terminations For Non-Pmt - Service Limiter	N/A	N/A
4d. Term. Other Than Non-Pmt. or Cust. Request	73	
5 Reconnections for Non-Pmt.		
5a. Reconnects Due To HEAP or DSS	43	\$25,108
5b. Reconnects Due To Deferred Payment Agrmt.	37	\$12,167
6a. Active DPA's At The Beginning Of This Month	39,640	\$12,846,818
6b. Deferred Payment Agreements Made	5,168	\$2,603,655
6c. Deferred Payment Agreements Reinstated	80	
6d. Deferred Payment Agreements Defaulted	7,530	\$2,940,666
6e. Deferred Payment Agreements Satisfied	4,283	
6f. Active DPA's At The End Of This Month	36,855	\$12,394,528
6g. Percent Of DPA's In Arrears > 60 Days	147.60%	101.60%
7a. Uncollectibles This Month	1,581	\$408,394
7b. Percent Of UCB's with Less Than 1 Year Service	40.50%	
7c. Resid. UCB Accounts with One or More DPA	358	
8. Residential Sales	457,699	\$63,396,621
9a. Residential Bankruptcies	103	\$98,565
9b. Percent Of Bankruptcies Compared To All UCB's	6.50%	24.10%
10a. Final Bills Issued This Month	6,499	\$1,601,352
10b. Final Bills With Arrears This Month	2,126	\$1,187,562
10c. Final Bills With One or More DPA (last 12 months)	2,978	\$881,258
11. Deposits Received This Month	139	\$42,643

Notes: *Please enter any special notes here.*

MONTHLY COLLECTIONS REPORT

National Fuel

RESIDENTIAL SERVICE

MONTH OF: Oct-05

<i>ITEM DESCRIPTION</i>	TOTALS	
	Customer	Dollars
1. Arrears Greater Than Sixty Days	28,687	\$12,954,223
2. Final Termination Notices This Month	21,051	\$7,606,759
3a. Unresolved Arrears (FTN Expired)	10,404	\$4,259,551
3b. Accounts Eligible For Field Action	4,157	\$1,809,672
4a. Terminations For Non-Payment - All	1,068	\$595,661
4b. Terminations For Non-Pmt - Heat Related	1,052	\$585,615
4c. Terminations For Non-Pmt - Service Limiter	N/A	N/A
4d. Term. Other Than Non-Pmt. or Cust. Request	157	
5 Reconnections for Non-Pmt.		
5a. Reconnects Due To HEAP or DSS	35	\$7,685
5b. Reconnects Due To Deferred Payment Agrmt.	319	\$125,081
6a. Active DPA's At The Beginning Of This Month	40,159	\$13,438,073
6b. Deferred Payment Agreements Made	6,884	\$2,878,959
6c. Deferred Payment Agreements Reinstated	94	
6d. Deferred Payment Agreements Defaulted	6,185	\$2,005,489
6e. Deferred Payment Agreements Satisfied	5,541	
6f. Active DPA's At The End Of This Month	39,640	\$12,846,818
6g. Percent Of DPA's In Arrears > 60 Days	138.20%	99.20%
7a. Uncollectibles This Month	1,875	\$707,991
7b. Percent Of UCB's with Less Than 1 Year Service	41.50%	
7c. Resid. UCB Accounts with One or More DPA	516	
8. Residential Sales	454,070	\$30,459,892
9a. Residential Bankruptcies	174	\$147,871
9b. Percent Of Bankruptcies Compared To All UCB's	9.30%	20.90%
10a. Final Bills Issued This Month	8,030	\$1,731,103
10b. Final Bills With Arrears This Month	3,055	\$1,519,091
10c. Final Bills With One or More DPA (last 12 months)	3,736	\$1,033,187
11. Deposits Received This Month	100	\$28,607

Notes: *Please enter any special notes here.*

MONTHLY COLLECTIONS REPORT

National Fuel

RESIDENTIAL SERVICE

MONTH OF: Sep-05

<i>ITEM DESCRIPTION</i>	TOTALS	
	Customer	Dollars
1. Arrears Greater Than Sixty Days	29,678	\$13,014,295
2. Final Termination Notices This Month	23,996	\$8,525,052
3a. Unresolved Arrears (FTN Expired)	10,676	\$4,499,774
3b. Accounts Eligible For Field Action	4,230	\$1,867,679
4a. Terminations For Non-Payment - All	2,245	\$1,117,853
4b. Terminations For Non-Pmt - Heat Related	2,191	\$1,101,141
4c. Terminations For Non-Pmt - Service Limiter	N/A	N/A
4d. Term. Other Than Non-Pmt. or Cust. Request	164	
5 Reconnections for Non-Pmt.		
5a. Reconnects Due To HEAP or DSS	1,235	\$607,258
5b. Reconnects Due To Deferred Payment Agrmt.	592	\$262,810
6a. Active DPA's At The Beginning Of This Month	42,889	\$14,321,864
6b. Deferred Payment Agreements Made	5,347	\$2,554,547
6c. Deferred Payment Agreements Reinstated	147	
6d. Deferred Payment Agreements Defaulted	6,137	\$2,476,206
6e. Deferred Payment Agreements Satisfied	4,354	
6f. Active DPA's At The End Of This Month	40,159	\$13,438,073
6g. Percent Of DPA's In Arrears > 60 Days	135.30%	103.30%
7a. Uncollectibles This Month	2,164	\$1,072,348
7b. Percent Of UCB's with Less Than 1 Year Service	39.60%	
7c. Resid. UCB Accounts with One or More DPA	743	
8. Residential Sales	453,366	\$17,297,758
9a. Residential Bankruptcies	215	\$169,479
9b. Percent Of Bankruptcies Compared To All UCB's	9.90%	15.80%
10a. Final Bills Issued This Month	8,988	\$2,424,681
10b. Final Bills With Arrears This Month	4,127	\$2,224,973
10c. Final Bills With One or More DPA (last 12 months)	4,558	\$1,521,206
11. Deposits Received This Month	99	\$27,710

Notes: *Please enter any special notes here.*

MONTHLY COLLECTIONS REPORT

National Fuel

RESIDENTIAL SERVICE

MONTH OF: Aug-05

<i>ITEM DESCRIPTION</i>	TOTALS	
	Customer	Dollars
1. Arrears Greater Than Sixty Days	30,934	\$13,633,245
2. Final Termination Notices This Month	23,955	\$9,543,334
3a. Unresolved Arrears (FTN Expired)	13,676	\$6,195,189
3b. Accounts Eligible For Field Action	5,797	\$2,972,130
4a. Terminations For Non-Payment - All	3,171	\$1,862,560
4b. Terminations For Non-Pmt - Heat Related	3,104	\$1,845,265
4c. Terminations For Non-Pmt - Service Limiter	N/A	N/A
4d. Term. Other Than Non-Pmt. or Cust. Request	160	
5 Reconnections for Non-Pmt.		
5a. Reconnects Due To HEAP or DSS	78	\$23,970
5b. Reconnects Due To Deferred Payment Agrmt.	703	\$304,706
6a. Active DPA's At The Beginning Of This Month	44,638	\$15,328,722
6b. Deferred Payment Agreements Made	6,607	\$3,221,022
6c. Deferred Payment Agreements Reinstated	154	
6d. Deferred Payment Agreements Defaulted	6,299	\$2,264,273
6e. Deferred Payment Agreements Satisfied	4,465	
6f. Active DPA's At The End Of This Month	42,889	\$14,321,864
6g. Percent Of DPA's In Arrears > 60 Days	138.60%	105.10%
7a. Uncollectibles This Month	2,738	\$1,584,217
7b. Percent Of UCB's with Less Than 1 Year Service	42.70%	
7c. Resid. UCB Accounts with One or More DPA	1,005	
8. Residential Sales	453,394	\$115,293,687
9a. Residential Bankruptcies	191	\$190,077
9b. Percent Of Bankruptcies Compared To All UCB's	7.00%	12.00%
10a. Final Bills Issued This Month	10,693	\$3,457,379
10b. Final Bills With Arrears This Month	5,021	\$3,149,173
10c. Final Bills With One or More DPA (last 12 months)	5,317	\$2,152,091
11. Deposits Received This Month	120	\$31,314

Notes: *Please enter any special notes here.*

MONTHLY COLLECTIONS REPORT

National Fuel

RESIDENTIAL SERVICE

MONTH OF: Jul-05

<i>ITEM DESCRIPTION</i>	TOTALS	
	Customer	Dollars
1. Arrears Greater Than Sixty Days	31,806	\$14,569,122
2. Final Termination Notices This Month	23,381	\$9,961,971
3a. Unresolved Arrears (FTN Expired)	13,795	\$6,940,972
3b. Accounts Eligible For Field Action	6,026	\$3,582,359
4a. Terminations For Non-Payment - All	3,605	\$2,506,454
4b. Terminations For Non-Pmt - Heat Related	3,555	\$2,493,670
4c. Terminations For Non-Pmt - Service Limiter	N/A	N/A
4d. Term. Other Than Non-Pmt. or Cust. Request	122	
5 Reconnections for Non-Pmt.		
5a. Reconnects Due To HEAP or DSS	84	\$46,097
5b. Reconnects Due To Deferred Payment Agrmt.	713	\$307,694
6a. Active DPA's At The Beginning Of This Month	46,896	\$20,204,910
6b. Deferred Payment Agreements Made	8,006	\$3,756,087
6c. Deferred Payment Agreements Reinstated	139	
6d. Deferred Payment Agreements Defaulted	6,028	\$2,652,539
6e. Deferred Payment Agreements Satisfied	3,577	
6f. Active DPA's At The End Of This Month	44,638	\$15,328,722
6g. Percent Of DPA's In Arrears > 60 Days	140.30%	105.20%
7a. Uncollectibles This Month	2,800	\$1,624,260
7b. Percent Of UCB's with Less Than 1 Year Service	44.50%	
7c. Resid. UCB Accounts with One or More DPA	1,115	
8. Residential Sales	457,416	\$16,024,336
9a. Residential Bankruptcies	121	\$111,426
9b. Percent Of Bankruptcies Compared To All UCB's	4.30%	6.90%
10a. Final Bills Issued This Month	10,266	\$4,956,795
10b. Final Bills With Arrears This Month	5,609	\$4,635,640
10c. Final Bills With One or More DPA (last 12 months)	5,493	\$3,249,779
11. Deposits Received This Month	93	\$98,710

Notes: *Please enter any special notes here.*

MONTHLY COLLECTIONS REPORT

National Fuel

RESIDENTIAL SERVICE

MONTH OF: Jun-05

<i>ITEM DESCRIPTION</i>	TOTALS	
	Customer	Dollars
1. Arrears Greater Than Sixty Days	34,243	\$18,033,465
2. Final Termination Notices This Month	26,968	\$13,082,940
3a. Unresolved Arrears (FTN Expired)	16,193	\$8,611,308
3b. Accounts Eligible For Field Action	7,174	\$4,378,046
4a. Terminations For Non-Payment - All	4,374	\$2,970,084
4b. Terminations For Non-Pmt - Heat Related	4,284	\$2,935,647
4c. Terminations For Non-Pmt - Service Limiter	N/A	N/A
4d. Term. Other Than Non-Pmt. or Cust. Request	155	
5 Reconnections for Non-Pmt.		
5a. Reconnects Due To HEAP or DSS	142	\$94,715
5b. Reconnects Due To Deferred Payment Agrmt.	952	\$413,324
6a. Active DPA's At The Beginning Of This Month	45,835	\$20,170,928
6b. Deferred Payment Agreements Made	8,948	\$5,061,554
6c. Deferred Payment Agreements Reinstated	214	
6d. Deferred Payment Agreements Defaulted	6,946	\$3,493,433
6e. Deferred Payment Agreements Satisfied	2,983	
6f. Active DPA's At The End Of This Month	46,896	\$20,204,910
6g. Percent Of DPA's In Arrears > 60 Days	137.00%	112.00%
7a. Uncollectibles This Month	3,114	\$2,317,707
7b. Percent Of UCB's with Less Than 1 Year Service	47.40%	
7c. Resid. UCB Accounts with One or More DPA	1,020	
8. Residential Sales	461,200	\$23,284,564
9a. Residential Bankruptcies	207	\$173,248
9b. Percent Of Bankruptcies Compared To All UCB's	6.60%	7.50%
10a. Final Bills Issued This Month	11,487	\$6,005,555
10b. Final Bills With Arrears This Month	6,446	\$5,517,889
10c. Final Bills With One or More DPA (last 12 months)	5,457	\$3,717,207
11. Deposits Received This Month	118	\$32,153

Notes: *Please enter any special notes here.*

MONTHLY COLLECTIONS REPORT

National Fuel

RESIDENTIAL SERVICE

MONTH OF: May-05

<i>ITEM DESCRIPTION</i>	TOTALS	
	Customer	Dollars
1. Arrears Greater Than Sixty Days	32,596	\$18,230,213
2. Final Termination Notices This Month	27,121	\$13,965,907
3a. Unresolved Arrears (FTN Expired)	15,267	\$9,386,274
3b. Accounts Eligible For Field Action	6,830	\$4,904,082
4a. Terminations For Non-Payment - All	4,170	\$3,218,782
4b. Terminations For Non-Pmt - Heat Related	4,101	\$3,185,338
4c. Terminations For Non-Pmt - Service Limiter	N/A	N/A
4d. Term. Other Than Non-Pmt. or Cust. Request	89	
5 Reconnections for Non-Pmt.		
5a. Reconnects Due To HEAP or DSS	338	\$207,279
5b. Reconnects Due To Deferred Payment Agrmt.	1,018	\$417,505
6a. Active DPA's At The Beginning Of This Month	42,917	\$19,783,749
6b. Deferred Payment Agreements Made	10,008	\$6,430,845
6c. Deferred Payment Agreements Reinstated	233	
6d. Deferred Payment Agreements Defaulted	7,137	\$3,941,189
6e. Deferred Payment Agreements Satisfied	2,425	
6f. Active DPA's At The End Of This Month	45,835	\$20,170,928
6g. Percent Of DPA's In Arrears > 60 Days	140.60%	110.60%
7a. Uncollectibles This Month	3,049	\$2,200,356
7b. Percent Of UCB's with Less Than 1 Year Service	52.80%	
7c. Resid. UCB Accounts with One or More DPA	1,033	
8. Residential Sales	465,033	\$44,624,262
9a. Residential Bankruptcies	165	\$133,223
9b. Percent Of Bankruptcies Compared To All UCB's	5.40%	6.10%
10a. Final Bills Issued This Month	10,418	\$6,492,866
10b. Final Bills With Arrears This Month	5,697	\$5,883,420
10c. Final Bills With One or More DPA (last 12 months)	5,394	\$4,023,035
11. Deposits Received This Month	136	\$44,100

Notes: *Please enter any special notes here.*

MONTHLY COLLECTIONS REPORT

National Fuel

RESIDENTIAL SERVICE

MONTH OF: Apr-05

ITEM DESCRIPTION	TOTALS	
	Customer	Dollars
1. Arrears Greater Than Sixty Days	30,760	\$18,380,335
2. Final Termination Notices This Month	26,666	\$14,650,528
3a. Unresolved Arrears (FTN Expired)	11,516	\$7,560,896
3b. Accounts Eligible For Field Action	6,208	\$4,699,415
4a. Terminations For Non-Payment - All	3,594	\$2,837,886
4b. Terminations For Non-Pmt - Heat Related	3,553	\$2,816,769
4c. Terminations For Non-Pmt - Service Limiter	N/A	N/A
4d. Term. Other Than Non-Pmt. or Cust. Request	119	
5 Reconnections for Non-Pmt.		
5a. Reconnects Due To HEAP or DSS	381	\$238,257
5b. Reconnects Due To Deferred Payment Agrmt.	650	\$243,396
6a. Active DPA's At The Beginning Of This Month	39,138	\$17,242,026
6b. Deferred Payment Agreements Made	10,782	\$7,907,027
6c. Deferred Payment Agreements Reinstated	236	
6d. Deferred Payment Agreements Defaulted	8,105	\$5,290,681
6e. Deferred Payment Agreements Satisfied	2,406	
6f. Active DPA's At The End Of This Month	42,917	\$19,783,749
6g. Percent Of DPA's In Arrears > 60 Days	139.50%	107.60%
7a. Uncollectibles This Month	3,162	\$2,730,775
7b. Percent Of UCB's with Less Than 1 Year Service	53.80%	
7c. Resid. UCB Accounts with One or More DPA	1,110	
8. Residential Sales	671,862	\$95,673,473
9a. Residential Bankruptcies	94	\$84,284
9b. Percent Of Bankruptcies Compared To All UCB's	3.00%	3.10%
10a. Final Bills Issued This Month	9,372	\$6,372,539
10b. Final Bills With Arrears This Month	4,943	\$5,710,251
10c. Final Bills With One or More DPA (last 12 months)	4,832	\$3,958,560
11. Deposits Received This Month	125	\$33,351

Notes: Please enter any special notes here.

MONTHLY COLLECTIONS REPORT

National Fuel

RESIDENTIAL SERVICE

MONTH OF: Mar-05

<i>ITEM DESCRIPTION</i>	TOTALS	
	Customer	Dollars
1. Arrears Greater Than Sixty Days	28,598	\$17,330,520
2. Final Termination Notices This Month	25,614	\$13,331,366
3a. Unresolved Arrears (FTN Expired)	5,640	\$3,290,877
3b. Accounts Eligible For Field Action	2,770	\$1,847,091
4a. Terminations For Non-Payment - All	32	\$23,907
4b. Terminations For Non-Pmt - Heat Related	30	\$23,226
4c. Terminations For Non-Pmt - Service Limiter	N/A	N/A
4d. Term. Other Than Non-Pmt. or Cust. Request	66	
5 Reconnections for Non-Pmt.		
5a. Reconnects Due To HEAP or DSS	1	\$0
5b. Reconnects Due To Deferred Payment Agrmt.	0	\$0
6a. Active DPA's At The Beginning Of This Month	35,970	\$13,883,227
6b. Deferred Payment Agreements Made	9,555	\$6,687,110
6c. Deferred Payment Agreements Reinstated	196	
6d. Deferred Payment Agreements Defaulted	9,271	\$5,801,406
6e. Deferred Payment Agreements Satisfied	2,856	
6f. Active DPA's At The End Of This Month	39,138	\$17,242,026
6g. Percent Of DPA's In Arrears > 60 Days	136.90%	99.50%
7a. Uncollectibles This Month	1,864	\$1,076,332
7b. Percent Of UCB's with Less Than 1 Year Service	54.10%	
7c. Resid. UCB Accounts with One or More DPA	374	
8. Residential Sales	467,822	\$92,412,420
9a. Residential Bankruptcies	143	\$96,503
9b. Percent Of Bankruptcies Compared To All UCB's	7.70%	9.00%
10a. Final Bills Issued This Month	6,039	\$2,212,603
10b. Final Bills With Arrears This Month	1,899	\$1,515,734
10c. Final Bills With One or More DPA (last 12 months)	2,427	\$1,005,750
11. Deposits Received This Month	75	\$17,872

Notes: *Please enter any special notes here.*

MONTHLY COLLECTIONS REPORT

National Fuel

RESIDENTIAL SERVICE

MONTH OF: Feb-05

<i>ITEM DESCRIPTION</i>	TOTALS	
	Customer	Dollars
1. Arrears Greater Than Sixty Days	23,940	\$13,616,023
2. Final Termination Notices This Month	20,406	\$10,027,980
3a. Unresolved Arrears (FTN Expired)	4,089	\$1,923,706
3b. Accounts Eligible For Field Action	1,957	\$1,000,615
4a. Terminations For Non-Payment - All	14	\$5,929
4b. Terminations For Non-Pmt - Heat Related	13	\$5,825
4c. Terminations For Non-Pmt - Service Limiter	N/A	N/A
4d. Term. Other Than Non-Pmt. or Cust. Request	67	
5 Reconnections for Non-Pmt.		
5a. Reconnects Due To HEAP or DSS	0	\$0
5b. Reconnects Due To Deferred Payment Agrmt.	0	\$0
6a. Active DPA's At The Beginning Of This Month	33,572	\$11,258,918
6b. Deferred Payment Agreements Made	8,123	\$5,220,226
6c. Deferred Payment Agreements Reinstated	116	
6d. Deferred Payment Agreements Defaulted	7,723	\$4,013,193
6e. Deferred Payment Agreements Satisfied	2,637	
6f. Active DPA's At The End Of This Month	35,970	\$13,883,227
6g. Percent Of DPA's In Arrears > 60 Days	150.30%	102.00%
7a. Uncollectibles This Month	1,460	\$553,249
7b. Percent Of UCB's with Less Than 1 Year Service	52.30%	
7c. Resid. UCB Accounts with One or More DPA	273	
8. Residential Sales	466,446	\$96,766,267
9a. Residential Bankruptcies	125	\$105,654
9b. Percent Of Bankruptcies Compared To All UCB's	8.60%	19.10%
10a. Final Bills Issued This Month	4,733	\$1,560,481
10b. Final Bills With Arrears This Month	1,456	\$985,631
10c. Final Bills With One or More DPA (last 12 months)	2,038	\$749,265
11. Deposits Received This Month	66	\$15,320

Notes: *Please enter any special notes here.*

MONTHLY COLLECTIONS REPORT

National Fuel

RESIDENTIAL SERVICE

MONTH OF: Jan-05

<i>ITEM DESCRIPTION</i>	TOTALS	
	Customer	Dollars
1. Arrears Greater Than Sixty Days	22,415	\$11,486,202
2. Final Termination Notices This Month	19,296	\$7,996,798
3a. Unresolved Arrears (FTN Expired)	4,477	\$1,842,347
3b. Accounts Eligible For Field Action	2,050	\$947,913
4a. Terminations For Non-Payment - All	46	\$42,129
4b. Terminations For Non-Pmt - Heat Related	46	\$42,129
4c. Terminations For Non-Pmt - Service Limiter	N/A	N/A
4d. Term. Other Than Non-Pmt. or Cust. Request	109	
5 Reconnections for Non-Pmt.		
5a. Reconnects Due To HEAP or DSS	7	\$4,110
5b. Reconnects Due To Deferred Payment Agrmt.	11	\$14,047
6a. Active DPA's At The Beginning Of This Month	32,205	\$10,345,928
6b. Deferred Payment Agreements Made	7,134	\$3,955,719
6c. Deferred Payment Agreements Reinstated	107	
6d. Deferred Payment Agreements Defaulted	8,460	\$3,672,512
6e. Deferred Payment Agreements Satisfied	3,500	
6f. Active DPA's At The End Of This Month	33,572	\$11,258,918
6g. Percent Of DPA's In Arrears > 60 Days	149.80%	98.00%
7a. Uncollectibles This Month	1,387	-\$16,801
7b. Percent Of UCB's with Less Than 1 Year Service	49.60%	
7c. Resid. UCB Accounts with One or More DPA	237	
8. Residential Sales	464,803	\$99,213,215
9a. Residential Bankruptcies	102	\$81,797
9b. Percent Of Bankruptcies Compared To All UCB's	7.40%	-486.80%
10a. Final Bills Issued This Month	5,075	\$1,438,302
10b. Final Bills With Arrears This Month	1,353	\$849,620
10c. Final Bills With One or More DPA (last 12 months)	2,227	\$730,528
11. Deposits Received This Month	86	\$19,988

Notes: *Please enter any special notes here.*

MONTHLY COLLECTIONS REPORT

National Fuel

RESIDENTIAL SERVICE

MONTH OF: Dec-04

<i>ITEM DESCRIPTION</i>	TOTALS	
	Customer	Dollars
1. Arrears Greater Than Sixty Days	23,597	\$10,383,597
2. Final Termination Notices This Month	17,592	\$6,516,557
3a. Unresolved Arrears (FTN Expired)	3,144	\$1,223,571
3b. Accounts Eligible For Field Action	1,102	\$489,364
4a. Terminations For Non-Payment - All	177	\$84,309
4b. Terminations For Non-Pmt - Heat Related	170	\$79,878
4c. Terminations For Non-Pmt - Service Limiter	N/A	N/A
4d. Term. Other Than Non-Pmt. or Cust. Request	88	
5 Reconnections for Non-Pmt.		
5a. Reconnects Due To HEAP or DSS	44	\$24,665
5b. Reconnects Due To Deferred Payment Agrmt.	43	\$11,403
6a. Active DPA's At The Beginning Of This Month	33,569	\$10,161,083
6b. Deferred Payment Agreements Made	4,526	\$2,016,024
6c. Deferred Payment Agreements Reinstated	109	
6d. Deferred Payment Agreements Defaulted	8,651	\$3,890,886
6e. Deferred Payment Agreements Satisfied	3,327	
6f. Active DPA's At The End Of This Month	32,205	\$10,345,928
6g. Percent Of DPA's In Arrears > 60 Days	136.50%	99.60%
7a. Uncollectibles This Month	1,721	\$460,987
7b. Percent Of UCB's with Less Than 1 Year Service	43.10%	
7c. Resid. UCB Accounts with One or More DPA	275	
8. Residential Sales	463,700	\$75,724,625
9a. Residential Bankruptcies	165	\$118,369
9b. Percent Of Bankruptcies Compared To All UCB's	9.60%	25.70%
10a. Final Bills Issued This Month	6,057	\$1,378,176
10b. Final Bills With Arrears This Month	1,653	\$886,790
10c. Final Bills With One or More DPA (last 12 months)	2,719	\$756,985
11. Deposits Received This Month	83	\$21,388

Notes: *Please enter any special notes here.*

MONTHLY COLLECTIONS REPORT

National Fuel

RESIDENTIAL SERVICE

MONTH OF: Nov-04

<i>ITEM DESCRIPTION</i>	TOTALS	
	Customer	Dollars
1. Arrears Greater Than Sixty Days	24,685	\$10,107,204
2. Final Termination Notices This Month	17,776	\$6,238,769
3a. Unresolved Arrears (FTN Expired)	2,138	\$841,522
3b. Accounts Eligible For Field Action	665	\$284,209
4a. Terminations For Non-Payment - All	225	\$107,033
4b. Terminations For Non-Pmt - Heat Related	219	\$105,525
4c. Terminations For Non-Pmt - Service Limiter	N/A	N/A
4d. Term. Other Than Non-Pmt. or Cust. Request	115	
5 Reconnections for Non-Pmt.		
5a. Reconnects Due To HEAP or DSS	40	\$22,072
5b. Reconnects Due To Deferred Payment Agrmt.	42	\$14,134
6a. Active DPA's At The Beginning Of This Month	34,926	\$10,668,433
6b. Deferred Payment Agreements Made	5,036	\$2,076,287
6c. Deferred Payment Agreements Reinstated	119	
6d. Deferred Payment Agreements Defaulted	6,914	\$2,430,604
6e. Deferred Payment Agreements Satisfied	3,645	
6f. Active DPA's At The End Of This Month	33,569	\$10,161,083
6g. Percent Of DPA's In Arrears > 60 Days	136.00%	100.50%
7a. Uncollectibles This Month	1,539	\$428,167
7b. Percent Of UCB's with Less Than 1 Year Service	38.60%	
7c. Resid. UCB Accounts with One or More DPA	233	
8. Residential Sales	460,050	\$42,276,630
9a. Residential Bankruptcies	140	\$83,829
9b. Percent Of Bankruptcies Compared To All UCB's	9.10%	19.60%
10a. Final Bills Issued This Month	7,254	\$1,183,064
10b. Final Bills With Arrears This Month	1,924	\$852,980
10c. Final Bills With One or More DPA (last 12 months)	3,311	\$678,621
11. Deposits Received This Month	82	\$19,596

Notes: *Please enter any special notes here.*

MONTHLY COLLECTIONS REPORT

National Fuel

RESIDENTIAL SERVICE

MONTH OF: Oct-04

ITEM DESCRIPTION	TOTALS	
	Customer	Dollars
1. Arrears Greater Than Sixty Days	28,331	\$11,045,839
2. Final Termination Notices This Month	18,560	\$6,449,788
3a. Unresolved Arrears (FTN Expired)	10,465	\$3,962,457
3b. Accounts Eligible For Field Action	3,627	\$1,372,935
4a. Terminations For Non-Payment - All	1,139	\$521,763
4b. Terminations For Non-Pmt - Heat Related	1,108	\$510,155
4c. Terminations For Non-Pmt - Service Limiter	N/A	N/A
4d. Term. Other Than Non-Pmt. or Cust. Request	165	
5 Reconnections for Non-Pmt.		
5a. Reconnects Due To HEAP or DSS	37	\$9,213
5b. Reconnects Due To Deferred Payment Agrmt.	335	\$112,272
6a. Active DPA's At The Beginning Of This Month	38,083	\$11,517,513
6b. Deferred Payment Agreements Made	5,632	\$2,235,550
6c. Deferred Payment Agreements Reinstated	197	
6d. Deferred Payment Agreements Defaulted	5,836	\$1,538,859
6e. Deferred Payment Agreements Satisfied	4,264	
6f. Active DPA's At The End Of This Month	34,926	\$10,668,433
6g. Percent Of DPA's In Arrears > 60 Days	123.30%	96.60%
7a. Uncollectibles This Month	1,961	\$711,411
7b. Percent Of UCB's with Less Than 1 Year Service	41.80%	
7c. Resid. UCB Accounts with One or More DPA	449	
8. Residential Sales	455,443	\$24,397,166
9a. Residential Bankruptcies	131	\$100,403
9b. Percent Of Bankruptcies Compared To All UCB's	6.70%	14.10%
10a. Final Bills Issued This Month	8,154	\$1,515,387
10b. Final Bills With Arrears This Month	2,911	\$1,320,367
10c. Final Bills With One or More DPA (last 12 months)	3,975	\$957,350
11. Deposits Received This Month	131	\$38,556

Notes: Please enter any special notes here.

MONTHLY COLLECTIONS REPORT

National Fuel

RESIDENTIAL SERVICE

MONTH OF: Sep-04

<i>ITEM DESCRIPTION</i>	TOTALS	
	Customer	Dollars
1. Arrears Greater Than Sixty Days	28,340	\$10,952,689
2. Final Termination Notices This Month	19,646	\$7,226,179
3a. Unresolved Arrears (FTN Expired)	10,319	\$4,101,828
3b. Accounts Eligible For Field Action	4,067	\$1,728,091
4a. Terminations For Non-Payment - All	2,175	\$1,066,061
4b. Terminations For Non-Pmt - Heat Related	2,113	\$1,044,446
4c. Terminations For Non-Pmt - Service Limiter	N/A	N/A
4d. Term. Other Than Non-Pmt. or Cust. Request	165	
5 Reconnections for Non-Pmt.		
5a. Reconnects Due To HEAP or DSS	62	\$14,276
5b. Reconnects Due To Deferred Payment Agrmt.	505	\$177,575
6a. Active DPA's At The Beginning Of This Month	40,260	\$12,679,422
6b. Deferred Payment Agreements Made	4,706	\$1,905,148
6c. Deferred Payment Agreements Reinstated	281	
6d. Deferred Payment Agreements Defaulted	5,345	\$1,547,476
6e. Deferred Payment Agreements Satisfied	3,917	
6f. Active DPA's At The End Of This Month	38,083	\$11,517,513
6g. Percent Of DPA's In Arrears > 60 Days	134.40%	105.20%
7a. Uncollectibles This Month	2,272	\$998,260
7b. Percent Of UCB's with Less Than 1 Year Service	42.10%	
7c. Resid. UCB Accounts with One or More DPA	581	
8. Residential Sales	454,652	\$16,228,668
9a. Residential Bankruptcies	135	\$110,991
9b. Percent Of Bankruptcies Compared To All UCB's	5.90%	11.10%
10a. Final Bills Issued This Month	8,937	\$2,061,251
10b. Final Bills With Arrears This Month	3,652	\$1,854,976
10c. Final Bills With One or More DPA (last 12 months)	4,506	\$1,325,304
11. Deposits Received This Month	118	\$30,236

Notes: *Please enter any special notes here.*

MONTHLY COLLECTIONS REPORT

National Fuel

RESIDENTIAL SERVICE

MONTH OF: Aug-04

<i>ITEM DESCRIPTION</i>	TOTALS	
	Customer	Dollars
1. Arrears Greater Than Sixty Days	30,036	\$11,953,284
2. Final Termination Notices This Month	20,774	\$7,899,080
3a. Unresolved Arrears (FTN Expired)	11,695	\$4,935,742
3b. Accounts Eligible For Field Action	5,182	\$2,440,579
4a. Terminations For Non-Payment - All	2,815	\$1,545,901
4b. Terminations For Non-Pmt - Heat Related	2,754	\$1,528,584
4c. Terminations For Non-Pmt - Service Limiter	N/A	N/A
4d. Term. Other Than Non-Pmt. or Cust. Request	206	
5 Reconnections for Non-Pmt.		
5a. Reconnects Due To HEAP or DSS	74	\$21,630
5b. Reconnects Due To Deferred Payment Agrmt.	723	\$264,295
6a. Active DPA's At The Beginning Of This Month	42,148	\$13,842,942
6b. Deferred Payment Agreements Made	5,581	\$2,365,823
6c. Deferred Payment Agreements Reinstated	333	
6d. Deferred Payment Agreements Defaulted	5,313	\$1,708,143
6e. Deferred Payment Agreements Satisfied	4,168	
6f. Active DPA's At The End Of This Month	40,260	\$12,679,422
6g. Percent Of DPA's In Arrears > 60 Days	134.00%	106.10%
7a. Uncollectibles This Month	2,517	\$654,300
7b. Percent Of UCB's with Less Than 1 Year Service	41.90%	
7c. Resid. UCB Accounts with One or More DPA	645	
8. Residential Sales	456,134	\$15,699,281
9a. Residential Bankruptcies	148	\$111,732
9b. Percent Of Bankruptcies Compared To All UCB's	5.90%	17.10%
10a. Final Bills Issued This Month	11,027	\$3,009,282
10b. Final Bills With Arrears This Month	4,660	\$2,711,057
10c. Final Bills With One or More DPA (last 12 months)	5,597	\$1,961,831
11. Deposits Received This Month	132	\$30,691

Notes: *Please enter any special notes here.*

MONTHLY COLLECTIONS REPORT

National Fuel

RESIDENTIAL SERVICE

MONTH OF: Jul-04

<i>ITEM DESCRIPTION</i>	TOTALS	
	Customer	Dollars
1. Arrears Greater Than Sixty Days	31,262	\$13,133,822
2. Final Termination Notices This Month	22,402	\$8,746,390
3a. Unresolved Arrears (FTN Expired)	13,109	\$5,695,642
3b. Accounts Eligible For Field Action	5,459	\$2,719,183
4a. Terminations For Non-Payment - All	2,963	\$1,669,701
4b. Terminations For Non-Pmt - Heat Related	2,901	\$1,649,724
4c. Terminations For Non-Pmt - Service Limiter	N/A	N/A
4d. Term. Other Than Non-Pmt. or Cust. Request	66	
5 Reconnections for Non-Pmt.		
5a. Reconnects Due To HEAP or DSS	75	\$29,330
5b. Reconnects Due To Deferred Payment Agrmt.	689	\$240,816
6a. Active DPA's At The Beginning Of This Month	44,624	\$15,736,820
6b. Deferred Payment Agreements Made	7,916	\$3,339,572
6c. Deferred Payment Agreements Reinstated	320	
6d. Deferred Payment Agreements Defaulted	7,485	\$2,228,569
6e. Deferred Payment Agreements Satisfied	4,542	
6f. Active DPA's At The End Of This Month	42,148	\$13,842,942
6g. Percent Of DPA's In Arrears > 60 Days	134.80%	105.40%
7a. Uncollectibles This Month	2,977	\$1,949,016
7b. Percent Of UCB's with Less Than 1 Year Service	43.70%	
7c. Resid. UCB Accounts with One or More DPA	808	
8. Residential Sales	457,128	\$16,926,112
9a. Residential Bankruptcies	242	\$206,737
9b. Percent Of Bankruptcies Compared To All UCB's	8.10%	10.60%
10a. Final Bills Issued This Month	10,460	\$3,570,726
10b. Final Bills With Arrears This Month	5,119	\$3,309,977
10c. Final Bills With One or More DPA (last 12 months)	5,369	\$2,274,397
11. Deposits Received This Month	139	\$36,863

Notes: *Please enter any special notes here.*

MONTHLY COLLECTIONS REPORT

National Fuel

RESIDENTIAL SERVICE

MONTH OF: Jun-04

<i>ITEM DESCRIPTION</i>	TOTALS	
	Customer	Dollars
1. Arrears Greater Than Sixty Days	31,372	\$14,456,314
2. Final Termination Notices This Month	24,546	\$10,477,238
3a. Unresolved Arrears (FTN Expired)	15,421	\$7,697,941
3b. Accounts Eligible For Field Action	6,950	\$4,006,425
4a. Terminations For Non-Payment - All	4,110	\$2,624,810
4b. Terminations For Non-Pmt - Heat Related	4,014	\$2,591,876
4c. Terminations For Non-Pmt - Service Limiter	N/A	N/A
4d. Term. Other Than Non-Pmt. or Cust. Request	134	
5 Reconnections for Non-Pmt.		
5a. Reconnects Due To HEAP or DSS	101	\$65,869
5b. Reconnects Due To Deferred Payment Agrmt.	766	\$211,350
6a. Active DPA's At The Beginning Of This Month	40,583	\$16,486,820
6b. Deferred Payment Agreements Made	7,810	\$3,752,655
6c. Deferred Payment Agreements Reinstated	573	
6d. Deferred Payment Agreements Defaulted	6,299	\$2,767,763
6e. Deferred Payment Agreements Satisfied	2,420	
6f. Active DPA's At The End Of This Month	44,624	\$15,736,820
6g. Percent Of DPA's In Arrears > 60 Days	142.20%	108.90%
7a. Uncollectibles This Month	3,249	\$2,201,127
7b. Percent Of UCB's with Less Than 1 Year Service	52.50%	
7c. Resid. UCB Accounts with One or More DPA	901	
8. Residential Sales	460,074	\$21,409,087
9a. Residential Bankruptcies	148	\$113,364
9b. Percent Of Bankruptcies Compared To All UCB's	4.60%	5.20%
10a. Final Bills Issued This Month	11,263	\$4,754,847
10b. Final Bills With Arrears This Month	5,667	\$4,303,494
10c. Final Bills With One or More DPA (last 12 months)	5,706	\$2,941,758
11. Deposits Received This Month	156	\$40,551

Notes: *Please enter any special notes here.*

MONTHLY COLLECTIONS REPORT

National Fuel

RESIDENTIAL SERVICE

MONTH OF: May-04

<i>ITEM DESCRIPTION</i>	TOTALS	
	Customer	Dollars
1. Arrears Greater Than Sixty Days	30,331	\$15,173,625
2. Final Termination Notices This Month	21,675	\$10,742,884
3a. Unresolved Arrears (FTN Expired)	11,777	\$6,555,287
3b. Accounts Eligible For Field Action	5,241	\$3,312,363
4a. Terminations For Non-Payment - All	3,224	\$2,227,423
4b. Terminations For Non-Pmt - Heat Related	3,157	\$21,904,044
4c. Terminations For Non-Pmt - Service Limiter	N/A	N/A
4d. Term. Other Than Non-Pmt. or Cust. Request	87	
5 Reconnections for Non-Pmt.		
5a. Reconnects Due To HEAP or DSS	180	\$88,225
5b. Reconnects Due To Deferred Payment Agrmt.	633	\$194,297
6a. Active DPA's At The Beginning Of This Month	39,172	\$16,287,206
6b. Deferred Payment Agreements Made	6,350	\$3,801,215
6c. Deferred Payment Agreements Reinstated	533	
6d. Deferred Payment Agreements Defaulted	6,397	\$3,083,136
6e. Deferred Payment Agreements Satisfied	2,530	
6f. Active DPA's At The End Of This Month	40,583	\$16,486,820
6g. Percent Of DPA's In Arrears > 60 Days	133.80%	108.70%
7a. Uncollectibles This Month	2,951	\$2,097,940
7b. Percent Of UCB's with Less Than 1 Year Service	53.90%	
7c. Resid. UCB Accounts with One or More DPA	764	
8. Residential Sales	464,411	\$36,223,258
9a. Residential Bankruptcies	112	\$91,577
9b. Percent Of Bankruptcies Compared To All UCB's	3.80%	4.40%
10a. Final Bills Issued This Month	9,323	\$4,775,349
10b. Final Bills With Arrears This Month	4,819	\$4,264,816
10c. Final Bills With One or More DPA (last 12 months)	4,570	\$2,859,576
11. Deposits Received This Month	106	\$24,927

Notes: *Please enter any special notes here.*

MONTHLY COLLECTIONS REPORT

National Fuel

RESIDENTIAL SERVICE

MONTH OF: Apr-04

<i>ITEM DESCRIPTION</i>	TOTALS	
	Customer	Dollars
1. Arrears Greater Than Sixty Days	28,843	\$15,238,215
2. Final Termination Notices This Month	24,958	\$12,371,457
3a. Unresolved Arrears (FTN Expired)	9,715	\$6,079,705
3b. Accounts Eligible For Field Action	5,625	\$3,936,773
4a. Terminations For Non-Payment - All	3,101	\$2,247,150
4b. Terminations For Non-Pmt - Heat Related	3,048	\$2,224,015
4c. Terminations For Non-Pmt - Service Limiter	N/A	N/A
4d. Term. Other Than Non-Pmt. or Cust. Request	116	
5 Reconnections for Non-Pmt.		
5a. Reconnects Due To HEAP or DSS	231	\$127,221
5b. Reconnects Due To Deferred Payment Agrmt.	474	\$141,821
6a. Active DPA's At The Beginning Of This Month	36,879	\$14,782,566
6b. Deferred Payment Agreements Made	8,345	\$5,381,012
6c. Deferred Payment Agreements Reinstated	472	
6d. Deferred Payment Agreements Defaulted	8,134	\$4,753,899
6e. Deferred Payment Agreements Satisfied	2,563	
6f. Active DPA's At The End Of This Month	39,172	\$16,287,206
6g. Percent Of DPA's In Arrears > 60 Days	135.80%	106.90%
7a. Uncollectibles This Month	3,069	\$2,372,424
7b. Percent Of UCB's with Less Than 1 Year Service	55.00%	
7c. Resid. UCB Accounts with One or More DPA	804	
8. Residential Sales	469,351	\$61,779,030
9a. Residential Bankruptcies	93	\$64,340
9b. Percent Of Bankruptcies Compared To All UCB's	3.00%	2.70%
10a. Final Bills Issued This Month	8,439	\$5,013,439
10b. Final Bills With Arrears This Month	4,361	\$4,454,071
10c. Final Bills With One or More DPA (last 12 months)	3,835	\$2,806,746
11. Deposits Received This Month	97	\$25,870

Notes: *Please enter any special notes here.*

MONTHLY COLLECTIONS REPORT

National Fuel

RESIDENTIAL SERVICE

MONTH OF: Mar-04

<i>ITEM DESCRIPTION</i>	TOTALS	
	Customer	Dollars
1. Arrears Greater Than Sixty Days	25,369	\$14,079,670
2. Final Termination Notices This Month	25,446	\$12,309,709
3a. Unresolved Arrears (FTN Expired)	4,911	\$2,883,074
3b. Accounts Eligible For Field Action	2,779	\$1,774,315
4a. Terminations For Non-Payment - All	35	\$22,436
4b. Terminations For Non-Pmt - Heat Related	34	\$21,947
4c. Terminations For Non-Pmt - Service Limiter	N/A	N/A
4d. Term. Other Than Non-Pmt. or Cust. Request	162	
5 Reconnections for Non-Pmt.		
5a. Reconnects Due To HEAP or DSS	0	\$0
5b. Reconnects Due To Deferred Payment Agrmt.	1	\$633
6a. Active DPA's At The Beginning Of This Month	34,618	\$12,060,503
6b. Deferred Payment Agreements Made	8,314	\$5,507,490
6c. Deferred Payment Agreements Reinstated	355	
6d. Deferred Payment Agreements Defaulted	8,804	\$4,818,850
6e. Deferred Payment Agreements Satisfied	2,959	
6f. Active DPA's At The End Of This Month	36,879	\$14,782,566
6g. Percent Of DPA's In Arrears > 60 Days	145.40%	105.00%
7a. Uncollectibles This Month	1,848	\$792,213
7b. Percent Of UCB's with Less Than 1 Year Service	54.10%	
7c. Resid. UCB Accounts with One or More DPA	250	
8. Residential Sales	465,904	\$77,657,606
9a. Residential Bankruptcies	109	\$79,193
9b. Percent Of Bankruptcies Compared To All UCB's	5.90%	10.00%
10a. Final Bills Issued This Month	6,601	\$2,208,308
10b. Final Bills With Arrears This Month	1,946	\$1,391,062
10c. Final Bills With One or More DPA (last 12 months)	2,366	\$923,533
11. Deposits Received This Month	97	\$21,343

Notes: *Please enter any special notes here.*

MONTHLY COLLECTIONS REPORT

National Fuel

RESIDENTIAL SERVICE

MONTH OF: Feb-04

<i>ITEM DESCRIPTION</i>	TOTALS	
	Customer	Dollars
1. Arrears Greater Than Sixty Days	22,622	\$11,582,583
2. Final Termination Notices This Month	20,378	\$8,793,298
3a. Unresolved Arrears (FTN Expired)	3,204	\$1,587,480
3b. Accounts Eligible For Field Action	1,619	\$876,367
4a. Terminations For Non-Payment - All	19	\$10,425
4b. Terminations For Non-Pmt - Heat Related	17	\$9,874
4c. Terminations For Non-Pmt - Service Limiter	N/A	N/A
4d. Term. Other Than Non-Pmt. or Cust. Request	96	
5 Reconnections for Non-Pmt.		
5a. Reconnects Due To HEAP or DSS	0	\$0
5b. Reconnects Due To Deferred Payment Agrmt.	0	\$0
6a. Active DPA's At The Beginning Of This Month	32,498	\$9,826,399
6b. Deferred Payment Agreements Made	7,631	\$4,864,877
6c. Deferred Payment Agreements Reinstated	206	
6d. Deferred Payment Agreements Defaulted	8,160	\$3,987,477
6e. Deferred Payment Agreements Satisfied	2,680	
6f. Active DPA's At The End Of This Month	34,618	\$12,060,503
6g. Percent Of DPA's In Arrears > 60 Days	153.00%	104.10%
7a. Uncollectibles This Month	1,619	\$357,287
7b. Percent Of UCB's with Less Than 1 Year Service	52.90%	
7c. Resid. UCB Accounts with One or More DPA	128	
8. Residential Sales	465,300	\$99,992,216
9a. Residential Bankruptcies	121	\$97,109
9b. Percent Of Bankruptcies Compared To All UCB's	7.50%	27.20%
10a. Final Bills Issued This Month	4,903	\$1,545,255
10b. Final Bills With Arrears This Month	1,374	\$905,742
10c. Final Bills With One or More DPA (last 12 months)	1,837	\$629,769
11. Deposits Received This Month	110	\$24,503

Notes: *Please enter any special notes here.*

MONTHLY COLLECTIONS REPORT

National Fuel

RESIDENTIAL SERVICE

MONTH OF: Jan-04

<i>ITEM DESCRIPTION</i>	TOTALS	
	Customer	Dollars
1. Arrears Greater Than Sixty Days	22,161	\$9,823,985
2. Final Termination Notices This Month	20,863	\$7,557,311
3a. Unresolved Arrears (FTN Expired)	2,882	\$1,423,283
3b. Accounts Eligible For Field Action	1,606	\$876,114
4a. Terminations For Non-Payment - All	8	\$3,792
4b. Terminations For Non-Pmt - Heat Related	8	\$3,792
4c. Terminations For Non-Pmt - Service Limiter	N/A	N/A
4d. Term. Other Than Non-Pmt. or Cust. Request	154	
5 Reconnections for Non-Pmt.		
5a. Reconnects Due To HEAP or DSS	0	\$0
5b. Reconnects Due To Deferred Payment Agrmt.	1	\$679
6a. Active DPA's At The Beginning Of This Month	32,368	\$8,625,234
6b. Deferred Payment Agreements Made	7,824	\$3,975,733
6c. Deferred Payment Agreements Reinstated	128	
6d. Deferred Payment Agreements Defaulted	9,558	\$4,090,223
6e. Deferred Payment Agreements Satisfied	3,607	
6f. Active DPA's At The End Of This Month	32,498	\$9,826,399
6g. Percent Of DPA's In Arrears > 60 Days	146.60%	100.00%
7a. Uncollectibles This Month	1,287	\$210,565
7b. Percent Of UCB's with Less Than 1 Year Service	50.70%	
7c. Resid. UCB Accounts with One or More DPA	98	
8. Residential Sales	463,099	\$94,433,428
9a. Residential Bankruptcies	140	\$103,793
9b. Percent Of Bankruptcies Compared To All UCB's	10.90%	49.30%
10a. Final Bills Issued This Month	4,693	\$1,195,269
10b. Final Bills With Arrears This Month	1,279	\$659,589
10c. Final Bills With One or More DPA (last 12 months)	1,643	\$472,425
11. Deposits Received This Month	113	\$24,623

Notes: *Please enter any special notes here.*

MONTHLY COLLECTIONS REPORT

National Fuel

RESIDENTIAL SERVICE

MONTH OF: Dec-03

<i>ITEM DESCRIPTION</i>	TOTALS	
	Customer	Dollars
1. Arrears Greater Than Sixty Days	22,399	\$8,543,129
2. Final Termination Notices This Month	17,949	\$5,869,884
3a. Unresolved Arrears (FTN Expired)	3,675	\$1,308,231
3b. Accounts Eligible For Field Action	1,392	\$563,856
4a. Terminations For Non-Payment - All	363	\$157,633
4b. Terminations For Non-Pmt - Heat Related	358	\$154,551
4c. Terminations For Non-Pmt - Service Limiter	N/A	N/A
4d. Term. Other Than Non-Pmt. or Cust. Request	118	
5 Reconnections for Non-Pmt.		
5a. Reconnects Due To HEAP or DSS	55	\$30,485
5b. Reconnects Due To Deferred Payment Agrmt.	64	\$20,723
6a. Active DPA's At The Beginning Of This Month	34,659	\$8,664,540
6b. Deferred Payment Agreements Made	4,755	\$1,930,952
6c. Deferred Payment Agreements Reinstated	113	
6d. Deferred Payment Agreements Defaulted	9,714	\$4,301,328
6e. Deferred Payment Agreements Satisfied	4,253	
6f. Active DPA's At The End Of This Month	32,368	\$8,625,234
6g. Percent Of DPA's In Arrears > 60 Days	144.50%	101.00%
7a. Uncollectibles This Month	1,536	\$216,216
7b. Percent Of UCB's with Less Than 1 Year Service	40.20%	
7c. Resid. UCB Accounts with One or More DPA	95	
8. Residential Sales	462,577	\$67,851,522
9a. Residential Bankruptcies	136	\$93,082
9b. Percent Of Bankruptcies Compared To All UCB's	8.90%	43.10%
10a. Final Bills Issued This Month	7,188	\$1,530,379
10b. Final Bills With Arrears This Month	2,036	\$1,009,847
10c. Final Bills With One or More DPA (last 12 months)	2,627	\$731,494
11. Deposits Received This Month	103	\$20,690

Notes: *Please enter any special notes here.*

MONTHLY COLLECTIONS REPORT

National Fuel

RESIDENTIAL SERVICE

MONTH OF: Nov-03

<i>ITEM DESCRIPTION</i>	TOTALS	
	Customer	Dollars
1. Arrears Greater Than Sixty Days	24,233	\$8,774,564
2. Final Termination Notices This Month	18,391	\$5,849,665
3a. Unresolved Arrears (FTN Expired)	1,411	\$498,049
3b. Accounts Eligible For Field Action	554	\$223,453
4a. Terminations For Non-Payment - All	226	\$103,879
4b. Terminations For Non-Pmt - Heat Related	220	\$99,404
4c. Terminations For Non-Pmt - Service Limiter	N/A	N/A
4d. Term. Other Than Non-Pmt. or Cust. Request	74	
5 Reconnections for Non-Pmt.		
5a. Reconnects Due To HEAP or DSS	33	\$17,890
5b. Reconnects Due To Deferred Payment Agrmt.	32	\$6,746
6a. Active DPA's At The Beginning Of This Month	37,079	\$9,470,882
6b. Deferred Payment Agreements Made	4,745	\$1,847,879
6c. Deferred Payment Agreements Reinstated	93	
6d. Deferred Payment Agreements Defaulted	5,776	\$2,271,033
6e. Deferred Payment Agreements Satisfied	3,143	
6f. Active DPA's At The End Of This Month	34,659	\$8,664,540
6g. Percent Of DPA's In Arrears > 60 Days	143.00%	98.70%
7a. Uncollectibles This Month	980	\$31,123
7b. Percent Of UCB's with Less Than 1 Year Service	51.30%	
7c. Resid. UCB Accounts with One or More DPA	78	
8. Residential Sales	459,237	\$40,230,099
9a. Residential Bankruptcies	36	\$30,009
9b. Percent Of Bankruptcies Compared To All UCB's	3.70%	96.40%
10a. Final Bills Issued This Month	6,020	\$928,123
10b. Final Bills With Arrears This Month	1,638	\$673,476
10c. Final Bills With One or More DPA (last 12 months)	2,077	\$418,999
11. Deposits Received This Month	92	\$31,520

Notes: *Please enter any special notes here.*

MONTHLY COLLECTIONS REPORT

National Fuel

RESIDENTIAL SERVICE

MONTH OF: Oct-03

<i>ITEM DESCRIPTION</i>	TOTALS	
	Customer	Dollars
1. Arrears Greater Than Sixty Days	28,146	\$9,302,751
2. Final Termination Notices This Month	18,302	\$6,011,646
3a. Unresolved Arrears (FTN Expired)	9,190	\$3,471,243
3b. Accounts Eligible For Field Action	3,423	\$1,375,173
4a. Terminations For Non-Payment - All	1,329	\$633,302
4b. Terminations For Non-Pmt - Heat Related	1,290	\$621,784
4c. Terminations For Non-Pmt - Service Limiter	N/A	N/A
4d. Term. Other Than Non-Pmt. or Cust. Request	139	
5 Reconnections for Non-Pmt.		
5a. Reconnects Due To HEAP or DSS	21	\$4,764
5b. Reconnects Due To Deferred Payment Agrmt.	255	\$90,575
6a. Active DPA's At The Beginning Of This Month	44,743	\$13,520,279
6b. Deferred Payment Agreements Made	3,514	\$1,459,230
6c. Deferred Payment Agreements Reinstated	213	
6d. Deferred Payment Agreements Defaulted	4,450	\$1,532,581
6e. Deferred Payment Agreements Satisfied	3,936	
6f. Active DPA's At The End Of This Month	37,079	\$9,470,882
6g. Percent Of DPA's In Arrears > 60 Days	131.70%	101.80%
7a. Uncollectibles This Month	1,967	\$701,631
7b. Percent Of UCB's with Less Than 1 Year Service	35.20%	
7c. Resid. UCB Accounts with One or More DPA	97	
8. Residential Sales	454,982	\$27,456,416
9a. Residential Bankruptcies	231	\$208,327
9b. Percent Of Bankruptcies Compared To All UCB's	11.70%	29.70%
10a. Final Bills Issued This Month	9,005	\$1,827,238
10b. Final Bills With Arrears This Month	3,300	\$1,557,718
10c. Final Bills With One or More DPA (last 12 months)	3,457	\$1,001,770
11. Deposits Received This Month	195	\$53,723

Notes: *Please enter any special notes here.*

MONTHLY COLLECTIONS REPORT

National Fuel

RESIDENTIAL SERVICE

MONTH OF: Sep-03

<i>ITEM DESCRIPTION</i>	TOTALS	
	Customer	Dollars
1. Arrears Greater Than Sixty Days	35,411	\$13,113,564
2. Final Termination Notices This Month	19,198	\$7,340,857
3a. Unresolved Arrears (FTN Expired)	10,422	\$4,326,296
3b. Accounts Eligible For Field Action	4,645	\$2,048,378
4a. Terminations For Non-Payment - All	2,390	\$1,211,342
4b. Terminations For Non-Pmt - Heat Related	2,317	\$1,191,069
4c. Terminations For Non-Pmt - Service Limiter	N/A	N/A
4d. Term. Other Than Non-Pmt. or Cust. Request	209	
5 Reconnections for Non-Pmt.		
5a. Reconnects Due To HEAP or DSS	59	\$14,744
5b. Reconnects Due To Deferred Payment Agrmt.	469	\$155,027
6a. Active DPA's At The Beginning Of This Month	47,377	\$14,694,001
6b. Deferred Payment Agreements Made	4,117	\$2,065,167
6c. Deferred Payment Agreements Reinstated	341	
6d. Deferred Payment Agreements Defaulted	3,833	\$1,384,145
6e. Deferred Payment Agreements Satisfied	3,718	
6f. Active DPA's At The End Of This Month	44,743	\$13,520,279
6g. Percent Of DPA's In Arrears > 60 Days	126.40%	103.10%
7a. Uncollectibles This Month	5,452	\$2,748,914
7b. Percent Of UCB's with Less Than 1 Year Service	31.00%	
7c. Resid. UCB Accounts with One or More DPA	239	
8. Residential Sales	453,095	\$16,709,858
9a. Residential Bankruptcies	530	\$400,880
9b. Percent Of Bankruptcies Compared To All UCB's	9.70%	14.60%
10a. Final Bills Issued This Month	9,514	\$2,373,597
10b. Final Bills With Arrears This Month	4,068	\$2,125,324
10c. Final Bills With One or More DPA (last 12 months)	3,894	\$1,361,997
11. Deposits Received This Month	158	\$38,349

Notes: *Please enter any special notes here.*

MONTHLY COLLECTIONS REPORT

National Fuel

RESIDENTIAL SERVICE

MONTH OF: Aug-03

<i>ITEM DESCRIPTION</i>	TOTALS	
	Customer	Dollars
1. Arrears Greater Than Sixty Days	37,408	\$14,158,669
2. Final Termination Notices This Month	22,250	\$8,600,808
3a. Unresolved Arrears (FTN Expired)	9,668	\$4,547,879
3b. Accounts Eligible For Field Action	4,254	\$2,201,243
4a. Terminations For Non-Payment - All	2,311	\$1,338,576
4b. Terminations For Non-Pmt - Heat Related	2,264	\$1,320,510
4c. Terminations For Non-Pmt - Service Limiter	N/A	N/A
4d. Term. Other Than Non-Pmt. or Cust. Request	227	
5 Reconnections for Non-Pmt.		
5a. Reconnects Due To HEAP or DSS	56	\$21,440
5b. Reconnects Due To Deferred Payment Agrmt.	496	\$169,007
6a. Active DPA's At The Beginning Of This Month	52,043	\$18,266,508
6b. Deferred Payment Agreements Made	6,300	\$2,745,405
6c. Deferred Payment Agreements Reinstated	396	
6d. Deferred Payment Agreements Defaulted	3,750	\$1,567,336
6e. Deferred Payment Agreements Satisfied	3,274	
6f. Active DPA's At The End Of This Month	47,377	\$14,694,001
6g. Percent Of DPA's In Arrears > 60 Days	126.60%	103.80%
7a. Uncollectibles This Month	1,896	\$753,029
7b. Percent Of UCB's with Less Than 1 Year Service	53.70%	
7c. Resid. UCB Accounts with One or More DPA	118	
8. Residential Sales	454,243	\$15,958,524
9a. Residential Bankruptcies	110	\$65,070
9b. Percent Of Bankruptcies Compared To All UCB's	5.80%	8.60%
10a. Final Bills Issued This Month	9,575	\$2,878,697
10b. Final Bills With Arrears This Month	4,117	\$2,589,946
10c. Final Bills With One or More DPA (last 12 months)	3,677	\$1,589,955
11. Deposits Received This Month	135	\$28,931

Notes: *Please enter any special notes here.*

MONTHLY COLLECTIONS REPORT

National Fuel

RESIDENTIAL SERVICE

MONTH OF: Jul-03

<i>ITEM DESCRIPTION</i>	TOTALS	
	Customer	Dollars
1. Arrears Greater Than Sixty Days	43,637	\$17,317,154
2. Final Termination Notices This Month	28,345	\$11,239,459
3a. Unresolved Arrears (FTN Expired)	13,341	\$6,807,838
3b. Accounts Eligible For Field Action	6,844	\$3,808,269
4a. Terminations For Non-Payment - All	4,142	\$2,498,572
4b. Terminations For Non-Pmt - Heat Related	4,067	\$2,467,061
4c. Terminations For Non-Pmt - Service Limiter	N/A	N/A
4d. Term. Other Than Non-Pmt. or Cust. Request	135	
5 Reconnections for Non-Pmt.		
5a. Reconnects Due To HEAP or DSS	102	\$53,221
5b. Reconnects Due To Deferred Payment Agrmt.	641	\$254,778
6a. Active DPA's At The Beginning Of This Month	52,902	\$19,780,076
6b. Deferred Payment Agreements Made	10,352	\$4,665,920
6c. Deferred Payment Agreements Reinstated	355	
6d. Deferred Payment Agreements Defaulted	3,786	\$1,738,240
6e. Deferred Payment Agreements Satisfied	3,262	
6f. Active DPA's At The End Of This Month	52,043	\$18,266,508
6g. Percent Of DPA's In Arrears > 60 Days	119.30%	105.50%
7a. Uncollectibles This Month	2,205	\$854,245
7b. Percent Of UCB's with Less Than 1 Year Service	55.70%	
7c. Resid. UCB Accounts with One or More DPA	90	
8. Residential Sales	456,082	\$16,912,517
9a. Residential Bankruptcies	85	\$56,597
9b. Percent Of Bankruptcies Compared To All UCB's	3.90%	6.60%
10a. Final Bills Issued This Month	12,017	\$4,693,737
10b. Final Bills With Arrears This Month	6,172	\$4,332,667
10c. Final Bills With One or More DPA (last 12 months)	4,149	\$2,282,897
11. Deposits Received This Month	120	\$24,210

Notes: *Please enter any special notes here.*

MONTHLY COLLECTIONS REPORT

National Fuel

RESIDENTIAL SERVICE

MONTH OF: Jun-03

<i>ITEM DESCRIPTION</i>	TOTALS	
	Customer	Dollars
1. Arrears Greater Than Sixty Days	42,892	\$18,364,973
2. Final Termination Notices This Month	30,752	\$12,984,382
3a. Unresolved Arrears (FTN Expired)	15,062	\$8,027,187
3b. Accounts Eligible For Field Action	7,943	\$4,672,699
4a. Terminations For Non-Payment - All	4,997	\$3,120,751
4b. Terminations For Non-Pmt - Heat Related	4,931	\$3,095,237
4c. Terminations For Non-Pmt - Service Limiter	N/A	N/A
4d. Term. Other Than Non-Pmt. or Cust. Request	141	
5 Reconnections for Non-Pmt.		
5a. Reconnects Due To HEAP or DSS	108	\$79,281
5b. Reconnects Due To Deferred Payment Agrmt.	838	\$326,452
6a. Active DPA's At The Beginning Of This Month	48,839	\$19,619,942
6b. Deferred Payment Agreements Made	13,022	\$6,779,037
6c. Deferred Payment Agreements Reinstated	502	
6d. Deferred Payment Agreements Defaulted	2,843	\$1,948,798
6e. Deferred Payment Agreements Satisfied	2,649	
6f. Active DPA's At The End Of This Month	52,902	\$19,780,076
6g. Percent Of DPA's In Arrears > 60 Days	123.30%	107.70%
7a. Uncollectibles This Month	2,124	\$820,478
7b. Percent Of UCB's with Less Than 1 Year Service	55.60%	
7c. Resid. UCB Accounts with One or More DPA	102	
8. Residential Sales	459,385	\$27,278,923
9a. Residential Bankruptcies	165	\$112,406
9b. Percent Of Bankruptcies Compared To All UCB's	7.80%	13.70%
10a. Final Bills Issued This Month	11,881	\$5,813,567
10b. Final Bills With Arrears This Month	6,478	\$5,308,142
10c. Final Bills With One or More DPA (last 12 months)	3,608	\$2,557,899
11. Deposits Received This Month	122	\$28,476

Notes: *Please enter any special notes here.*

MONTHLY COLLECTIONS REPORT

National Fuel

RESIDENTIAL SERVICE

MONTH OF: May-03

<i>ITEM DESCRIPTION</i>	TOTALS	
	Customer	Dollars
1. Arrears Greater Than Sixty Days	39,767	\$18,665,062
2. Final Termination Notices This Month	34,804	\$15,939,613
3a. Unresolved Arrears (FTN Expired)	14,608	\$7,764,421
3b. Accounts Eligible For Field Action	7,027	\$4,043,623
4a. Terminations For Non-Payment - All	4,490	\$2,723,945
4b. Terminations For Non-Pmt - Heat Related	4,410	\$2,697,236
4c. Terminations For Non-Pmt - Service Limiter	N/A	N/A
4d. Term. Other Than Non-Pmt. or Cust. Request	72	
5 Reconnections for Non-Pmt.		
5a. Reconnects Due To HEAP or DSS	139	\$90,547
5b. Reconnects Due To Deferred Payment Agrmt.	870	\$354,091
6a. Active DPA's At The Beginning Of This Month	40,828	\$17,419,759
6b. Deferred Payment Agreements Made	15,953	\$9,576,599
6c. Deferred Payment Agreements Reinstated	550	
6d. Deferred Payment Agreements Defaulted	4,834	\$2,676,387
6e. Deferred Payment Agreements Satisfied	2,002	
6f. Active DPA's At The End Of This Month	48,839	\$19,619,942
6g. Percent Of DPA's In Arrears > 60 Days	122.80%	105.10%
7a. Uncollectibles This Month	2,329	\$1,205,373
7b. Percent Of UCB's with Less Than 1 Year Service	57.20%	
7c. Resid. UCB Accounts with One or More DPA	88	
8. Residential Sales	464,065	\$42,516,314
9a. Residential Bankruptcies	151	\$96,313
9b. Percent Of Bankruptcies Compared To All UCB's	6.50%	8.00%
10a. Final Bills Issued This Month	11,335	\$6,341,571
10b. Final Bills With Arrears This Month	6,357	\$5,688,148
10c. Final Bills With One or More DPA (last 12 months)	3,335	\$2,500,570
11. Deposits Received This Month	86	\$18,090

Notes: *Please enter any special notes here.*

MONTHLY COLLECTIONS REPORT

National Fuel

RESIDENTIAL SERVICE

MONTH OF: Apr-03

<i>ITEM DESCRIPTION</i>	TOTALS	
	Customer	Dollars
1. Arrears Greater Than Sixty Days	32,739	\$16,014,363
2. Final Termination Notices This Month	32,291	\$15,235,568
3a. Unresolved Arrears (FTN Expired)	11,406	\$6,111,244
3b. Accounts Eligible For Field Action	6,875	\$3,912,138
4a. Terminations For Non-Payment - All	4,312	\$2,575,674
4b. Terminations For Non-Pmt - Heat Related	4,235	\$2,551,776
4c. Terminations For Non-Pmt - Service Limiter	N/A	N/A
4d. Term. Other Than Non-Pmt. or Cust. Request	99	
5 Reconnections for Non-Pmt.		
5a. Reconnects Due To HEAP or DSS	424	\$209,554
5b. Reconnects Due To Deferred Payment Agrmt.	608	\$257,605
6a. Active DPA's At The Beginning Of This Month	35,302	\$13,316,600
6b. Deferred Payment Agreements Made	14,043	\$0
6c. Deferred Payment Agreements Reinstated	318	
6d. Deferred Payment Agreements Defaulted	2,108	\$3,392,378
6e. Deferred Payment Agreements Satisfied	1,896	
6f. Active DPA's At The End Of This Month	40,828	\$17,419,759
6g. Percent Of DPA's In Arrears > 60 Days	124.70%	108.80%
7a. Uncollectibles This Month	2,400	\$1,233,393
7b. Percent Of UCB's with Less Than 1 Year Service	56.10%	
7c. Resid. UCB Accounts with One or More DPA	157	
8. Residential Sales	466,671	\$72,738,420
9a. Residential Bankruptcies	145	\$100,746
9b. Percent Of Bankruptcies Compared To All UCB's	6.00%	8.20%
10a. Final Bills Issued This Month	10,449	\$6,472,732
10b. Final Bills With Arrears This Month	5,652	\$5,661,704
10c. Final Bills With One or More DPA (last 12 months)	2,770	\$2,289,830
11. Deposits Received This Month	64	\$14,782

Notes: *Please enter any special notes here.*

MONTHLY COLLECTIONS REPORT

National Fuel

RESIDENTIAL SERVICE

MONTH OF: Mar-03

<i>ITEM DESCRIPTION</i>	TOTALS	
	Customer	Dollars
1. Arrears Greater Than Sixty Days	29,262	\$13,532,228
2. Final Termination Notices This Month	28,634	\$12,365,322
3a. Unresolved Arrears (FTN Expired)	5,550	\$2,399,641
3b. Accounts Eligible For Field Action	3,318	\$1,538,158
4a. Terminations For Non-Payment - All	277	\$156,218
4b. Terminations For Non-Pmt - Heat Related	271	\$154,552
4c. Terminations For Non-Pmt - Service Limiter	N/A	N/A
4d. Term. Other Than Non-Pmt. or Cust. Request	96	
5 Reconnections for Non-Pmt.		
5a. Reconnects Due To HEAP or DSS	33	\$18,567
5b. Reconnects Due To Deferred Payment Agrmt.	26	\$16,863
6a. Active DPA's At The Beginning Of This Month	30,518	\$9,658,555
6b. Deferred Payment Agreements Made	11,754	\$8,058,224
6c. Deferred Payment Agreements Reinstated	193	
6d. Deferred Payment Agreements Defaulted	5,744	\$3,144,689
6e. Deferred Payment Agreements Satisfied	2,131	
6f. Active DPA's At The End Of This Month	35,302	\$13,316,600
6g. Percent Of DPA's In Arrears > 60 Days	120.60%	98.40%
7a. Uncollectibles This Month	1,538	\$652,050
7b. Percent Of UCB's with Less Than 1 Year Service	57.30%	
7c. Resid. UCB Accounts with One or More DPA	120	
8. Residential Sales	464,640	\$98,605,724
9a. Residential Bankruptcies	110	\$93,541
9b. Percent Of Bankruptcies Compared To All UCB's	7.20%	14.30%
10a. Final Bills Issued This Month	6,337	\$2,323,142
10b. Final Bills With Arrears This Month	2,058	\$1,522,926
10c. Final Bills With One or More DPA (last 12 months)	1,170	\$549,094
11. Deposits Received This Month	46	\$13,980

Notes: *Please enter any special notes here.*

MONTHLY COLLECTIONS REPORT

National Fuel

RESIDENTIAL SERVICE

MONTH OF: Feb-03

<i>ITEM DESCRIPTION</i>	TOTALS	
	Customer	Dollars
1. Arrears Greater Than Sixty Days	25,865	\$10,276,947
2. Final Termination Notices This Month	24,895	\$9,109,679
3a. Unresolved Arrears (FTN Expired)	5,437	\$1,899,945
3b. Accounts Eligible For Field Action	2,962	\$1,100,953
4a. Terminations For Non-Payment - All	40	\$11,591
4b. Terminations For Non-Pmt - Heat Related	38	\$11,192
4c. Terminations For Non-Pmt - Service Limiter	N/A	N/A
4d. Term. Other Than Non-Pmt. or Cust. Request	79	
5 Reconnections for Non-Pmt.		
5a. Reconnects Due To HEAP or DSS	0	\$0
5b. Reconnects Due To Deferred Payment Agrmt.	0	\$0
6a. Active DPA's At The Beginning Of This Month	26,931	\$6,925,454
6b. Deferred Payment Agreements Made	10,175	\$5,855,037
6c. Deferred Payment Agreements Reinstated	70	
6d. Deferred Payment Agreements Defaulted	4,772	\$2,175,179
6e. Deferred Payment Agreements Satisfied	2,105	
6f. Active DPA's At The End Of This Month	30,518	\$9,658,555
6g. Percent Of DPA's In Arrears > 60 Days	118.00%	94.00%
7a. Uncollectibles This Month	1,247	\$343,015
7b. Percent Of UCB's with Less Than 1 Year Service	60.00%	
7c. Resid. UCB Accounts with One or More DPA	84	
8. Residential Sales	463,474	\$92,561,503
9a. Residential Bankruptcies	99	\$66,803
9b. Percent Of Bankruptcies Compared To All UCB's	7.90%	19.50%
10a. Final Bills Issued This Month	5,423	\$1,544,373
10b. Final Bills With Arrears This Month	1,628	\$908,729
10c. Final Bills With One or More DPA (last 12 months)	832	\$278,359
11. Deposits Received This Month	65	\$12,420

Notes: *Please enter any special notes here.*

MONTHLY COLLECTIONS REPORT

National Fuel

RESIDENTIAL SERVICE

MONTH OF: Jan-03

<i>ITEM DESCRIPTION</i>	TOTALS	
	Customer	Dollars
1. Arrears Greater Than Sixty Days	22,804	\$7,619,949
2. Final Termination Notices This Month	23,128	\$6,689,823
3a. Unresolved Arrears (FTN Expired)	5,755	\$1,581,377
3b. Accounts Eligible For Field Action	3,051	\$886,440
4a. Terminations For Non-Payment - All	145	\$61,701
4b. Terminations For Non-Pmt - Heat Related	141	\$61,090
4c. Terminations For Non-Pmt - Service Limiter	N/A	N/A
4d. Term. Other Than Non-Pmt. or Cust. Request	106	
5 Reconnections for Non-Pmt.		
5a. Reconnects Due To HEAP or DSS	25	\$12,260
5b. Reconnects Due To Deferred Payment Agrmt.	22	\$7,851
6a. Active DPA's At The Beginning Of This Month	24,587	\$5,106,222
6b. Deferred Payment Agreements Made	9,796	\$4,481,515
6c. Deferred Payment Agreements Reinstated	57	
6d. Deferred Payment Agreements Defaulted	9,165	\$3,267,439
6e. Deferred Payment Agreements Satisfied	2,975	
6f. Active DPA's At The End Of This Month	26,931	\$6,925,454
6g. Percent Of DPA's In Arrears > 60 Days	118.10%	90.90%
7a. Uncollectibles This Month	1,327	\$311,109
7b. Percent Of UCB's with Less Than 1 Year Service	58.90%	
7c. Resid. UCB Accounts with One or More DPA	103	
8. Residential Sales	462,231	\$81,718,153
9a. Residential Bankruptcies	113	\$59,495
9b. Percent Of Bankruptcies Compared To All UCB's	8.50%	19.10%
10a. Final Bills Issued This Month	5,705	\$1,256,432
10b. Final Bills With Arrears This Month	1,556	\$726,028
10c. Final Bills With One or More DPA (last 12 months)	837	\$222,714
11. Deposits Received This Month	58	\$11,605

Notes: *Please enter any special notes here.*

MONTHLY COLLECTIONS REPORT

National Fuel

RESIDENTIAL SERVICE

MONTH OF: Dec-02

<i>ITEM DESCRIPTION</i>	TOTALS	
	Customer	Dollars
1. Arrears Greater Than Sixty Days	21,412	\$5,922,471
2. Final Termination Notices This Month	20,341	\$4,764,852
3a. Unresolved Arrears (FTN Expired)	3,405	\$900,942
3b. Accounts Eligible For Field Action	1,429	\$413,400
4a. Terminations For Non-Payment - All	22	\$9,163
4b. Terminations For Non-Pmt - Heat Related	21	\$9,047
4c. Terminations For Non-Pmt - Service Limiter	N/A	N/A
4d. Term. Other Than Non-Pmt. or Cust. Request	83	
5 Reconnections for Non-Pmt.		
5a. Reconnects Due To HEAP or DSS	0	\$0
5b. Reconnects Due To Deferred Payment Agrmt.	2	\$618
6a. Active DPA's At The Beginning Of This Month	21,806	\$4,400,513
6b. Deferred Payment Agreements Made	7,169	\$2,616,044
6c. Deferred Payment Agreements Reinstated	26	
6d. Deferred Payment Agreements Defaulted	8,251	\$2,427,341
6e. Deferred Payment Agreements Satisfied	2,497	
6f. Active DPA's At The End Of This Month	24,587	\$5,106,222
6g. Percent Of DPA's In Arrears > 60 Days	114.80%	86.20%
7a. Uncollectibles This Month	1,213	-\$48,075
7b. Percent Of UCB's with Less Than 1 Year Service	56.60%	
7c. Resid. UCB Accounts with One or More DPA	73	
8. Residential Sales	461,986	\$64,440,571
9a. Residential Bankruptcies	116	\$84,852
9b. Percent Of Bankruptcies Compared To All UCB's	9.60%	-176.50%
10a. Final Bills Issued This Month	6,601	\$998,794
10b. Final Bills With Arrears This Month	1,549	\$518,399
10c. Final Bills With One or More DPA (last 12 months)	900	\$191,037
11. Deposits Received This Month	49	\$11,025

Notes: *Please enter any special notes here.*

MONTHLY COLLECTIONS REPORT

National Fuel

RESIDENTIAL SERVICE

MONTH OF: Nov-02

<i>ITEM DESCRIPTION</i>	TOTALS	
	Customer	Dollars
1. Arrears Greater Than Sixty Days	21,423	\$5,323,848
2. Final Termination Notices This Month	15,553	\$3,430,906
3a. Unresolved Arrears (FTN Expired)	2,045	\$523,933
3b. Accounts Eligible For Field Action	957	\$261,343
4a. Terminations For Non-Payment - All	478	\$137,419
4b. Terminations For Non-Pmt - Heat Related	463	\$131,327
4c. Terminations For Non-Pmt - Service Limiter	N/A	N/A
4d. Term. Other Than Non-Pmt. or Cust. Request	70	
5 Reconnections for Non-Pmt.		
5a. Reconnects Due To HEAP or DSS	89	\$51,245
5b. Reconnects Due To Deferred Payment Agrmt.	73	\$26,125
6a. Active DPA's At The Beginning Of This Month	22,537	\$4,595,348
6b. Deferred Payment Agreements Made	5,409	\$1,650,314
6c. Deferred Payment Agreements Reinstated	29	
6d. Deferred Payment Agreements Defaulted	8,135	\$2,677,411
6e. Deferred Payment Agreements Satisfied	2,003	
6f. Active DPA's At The End Of This Month	21,806	\$4,400,513
6g. Percent Of DPA's In Arrears > 60 Days	101.80%	82.70%
7a. Uncollectibles This Month	1,340	\$261,738
7b. Percent Of UCB's with Less Than 1 Year Service	55.70%	
7c. Resid. UCB Accounts with One or More DPA	124	
8. Residential Sales	482,969	\$38,934,652
9a. Residential Bankruptcies	121	\$84,171
9b. Percent Of Bankruptcies Compared To All UCB's	9.00%	32.20%
10a. Final Bills Issued This Month	6,903	\$876,562
10b. Final Bills With Arrears This Month	1,927	\$588,274
10c. Final Bills With One or More DPA (last 12 months)	923	\$169,654
11. Deposits Received This Month	55	\$12,040

Notes: *Please enter any special notes here.*

MONTHLY COLLECTIONS REPORT

National Fuel

RESIDENTIAL SERVICE

MONTH OF: Oct-02

<i>ITEM DESCRIPTION</i>	TOTALS	
	Customer	Dollars
1. Arrears Greater Than Sixty Days	23,330	\$5,323,848
2. Final Termination Notices This Month	15,550	\$3,430,906
3a. Unresolved Arrears (FTN Expired)	7,509	\$1,967,037
3b. Accounts Eligible For Field Action	3,676	\$969,091
4a. Terminations For Non-Payment - All	1,276	\$400,361
4b. Terminations For Non-Pmt - Heat Related	1,238	\$389,438
4c. Terminations For Non-Pmt - Service Limiter	N/A	N/A
4d. Term. Other Than Non-Pmt. or Cust. Request	69	
5 Reconnections for Non-Pmt.		
5a. Reconnects Due To HEAP or DSS	194	\$67,000
5b. Reconnects Due To Deferred Payment Agrmt.	278	\$111,507
6a. Active DPA's At The Beginning Of This Month	22,402	\$4,750,558
6b. Deferred Payment Agreements Made	5,195	\$1,400,666
6c. Deferred Payment Agreements Reinstated	47	
6d. Deferred Payment Agreements Defaulted	7,673	\$2,373,895
6e. Deferred Payment Agreements Satisfied	2,285	
6f. Active DPA's At The End Of This Month	22,537	\$4,595,348
6g. Percent Of DPA's In Arrears > 60 Days	96.60%	86.30%
7a. Uncollectibles This Month	1,624	\$437,482
7b. Percent Of UCB's with Less Than 1 Year Service	53.00%	
7c. Resid. UCB Accounts with One or More DPA	146	
8. Residential Sales	455,198	\$19,780,583
9a. Residential Bankruptcies	169	\$114,682
9b. Percent Of Bankruptcies Compared To All UCB's	10.40%	26.20%
10a. Final Bills Issued This Month	8,814	\$1,137,180
10b. Final Bills With Arrears This Month	2,992	\$964,655
10c. Final Bills With One or More DPA (last 12 months)	1,119	\$220,334
11. Deposits Received This Month	84	\$22,545

Notes: *Please enter any special notes here.*

MONTHLY COLLECTIONS REPORT

National Fuel

RESIDENTIAL SERVICE

MONTH OF: Sep-02

<i>ITEM DESCRIPTION</i>	TOTALS	
	Customer	Dollars
1. Arrears Greater Than Sixty Days	23,347	\$5,346,378
2. Final Termination Notices This Month	15,532	\$3,568,921
3a. Unresolved Arrears (FTN Expired)	6,938	\$1,850,921
3b. Accounts Eligible For Field Action	3,925	\$1,054,126
4a. Terminations For Non-Payment - All	1,998	\$603,299
4b. Terminations For Non-Pmt - Heat Related	1,946	\$592,751
4c. Terminations For Non-Pmt - Service Limiter	N/A	N/A
4d. Term. Other Than Non-Pmt. or Cust. Request	105	
5 Reconnections for Non-Pmt.		
5a. Reconnects Due To HEAP or DSS	30	\$5,744
5b. Reconnects Due To Deferred Payment Agrmt.	452	\$176,925
6a. Active DPA's At The Beginning Of This Month	20,654	\$4,890,279
6b. Deferred Payment Agreements Made	5,605	\$1,511,224
6c. Deferred Payment Agreements Reinstated	86	
6d. Deferred Payment Agreements Defaulted	6,082	\$2,116,360
6e. Deferred Payment Agreements Satisfied	1,984	
6f. Active DPA's At The End Of This Month	22,402	\$4,750,558
6g. Percent Of DPA's In Arrears > 60 Days	96.00%	88.90%
7a. Uncollectibles This Month	1,538	\$580,977
7b. Percent Of UCB's with Less Than 1 Year Service	50.10%	
7c. Resid. UCB Accounts with One or More DPA	155	
8. Residential Sales	455,369	\$12,830,952
9a. Residential Bankruptcies	183	\$143,562
9b. Percent Of Bankruptcies Compared To All UCB's	11.90%	24.70%
10a. Final Bills Issued This Month	8,804	\$1,179,048
10b. Final Bills With Arrears This Month	3,426	\$1,048,298
10c. Final Bills With One or More DPA (last 12 months)	1,062	\$234,617
11. Deposits Received This Month	66	\$14,820

Notes: *Please enter any special notes here.*

MONTHLY COLLECTIONS REPORT

National Fuel

RESIDENTIAL SERVICE

MONTH OF: Aug-02

<i>ITEM DESCRIPTION</i>	TOTALS	
	Customer	Dollars
1. Arrears Greater Than Sixty Days	23,737	\$5,687,583
2. Final Termination Notices This Month	18,749	\$4,318,981
3a. Unresolved Arrears (FTN Expired)	9,422	\$2,591,621
3b. Accounts Eligible For Field Action	4,869	\$1,454,103
4a. Terminations For Non-Payment - All	2,684	\$872,084
4b. Terminations For Non-Pmt - Heat Related	2,598	\$849,070
4c. Terminations For Non-Pmt - Service Limiter	N/A	N/A
4d. Term. Other Than Non-Pmt. or Cust. Request	127	
5 Reconnections for Non-Pmt.		
5a. Reconnects Due To HEAP or DSS	54	\$13,910
5b. Reconnects Due To Deferred Payment Agrmt.	347	\$118,672
6a. Active DPA's At The Beginning Of This Month	14,933	\$4,749,074
6b. Deferred Payment Agreements Made	9,013	\$2,335,971
6c. Deferred Payment Agreements Reinstated	128	
6d. Deferred Payment Agreements Defaulted	5,430	\$2,200,129
6e. Deferred Payment Agreements Satisfied	1,025	
6f. Active DPA's At The End Of This Month	20,654	\$4,890,279
6g. Percent Of DPA's In Arrears > 60 Days	87.00%	86.00%
7a. Uncollectibles This Month	2,218	\$1,003,005
7b. Percent Of UCB's with Less Than 1 Year Service	51.40%	
7c. Resid. UCB Accounts with One or More DPA	233	
8. Residential Sales	454,401	\$12,502,921
9a. Residential Bankruptcies	138	\$105,589
9b. Percent Of Bankruptcies Compared To All UCB's	6.20%	10.50%
10a. Final Bills Issued This Month	10,115	\$1,695,342
10b. Final Bills With Arrears This Month	4,221	\$1,520,548
10c. Final Bills With One or More DPA (last 12 months)	1,048	\$332,256
11. Deposits Received This Month	44	\$8,980

Notes: *Please enter any special notes here.*

MONTHLY COLLECTIONS REPORT

National Fuel

RESIDENTIAL SERVICE

MONTH OF: Jul-02

<i>ITEM DESCRIPTION</i>	TOTALS	
	Customer	Dollars
1. Arrears Greater Than Sixty Days	23,982	\$6,390,351
2. Final Termination Notices This Month	21,991	\$5,365,496
3a. Unresolved Arrears (FTN Expired)	11,985	\$3,486,362
3b. Accounts Eligible For Field Action	6,788	\$2,113,010
4a. Terminations For Non-Payment - All	3,610	\$1,204,810
4b. Terminations For Non-Pmt - Heat Related	3,515	\$1,181,315
4c. Terminations For Non-Pmt - Service Limiter	N/A	N/A
4d. Term. Other Than Non-Pmt. or Cust. Request	110	
5 Reconnections for Non-Pmt.		
5a. Reconnects Due To HEAP or DSS	58	\$18,206
5b. Reconnects Due To Deferred Payment Agrmt.	201	\$48,423
6a. Active DPA's At The Beginning Of This Month	13,257	\$4,685,467
6b. Deferred Payment Agreements Made	3,098	\$1,173,070
6c. Deferred Payment Agreements Reinstated	133	
6d. Deferred Payment Agreements Defaulted	4,391	\$2,024,612
6e. Deferred Payment Agreements Satisfied	398	
6f. Active DPA's At The End Of This Month	14,933	\$4,749,074
6g. Percent Of DPA's In Arrears > 60 Days	62.30%	74.30%
7a. Uncollectibles This Month	2,456	\$1,388,785
7b. Percent Of UCB's with Less Than 1 Year Service	48.80%	
7c. Resid. UCB Accounts with One or More DPA	234	
8. Residential Sales	457,272	\$13,164,256
9a. Residential Bankruptcies	190	\$150,448
9b. Percent Of Bankruptcies Compared To All UCB's	7.70%	10.80%
10a. Final Bills Issued This Month	11,207	\$2,259,663
10b. Final Bills With Arrears This Month	5,139	\$2,034,664
10c. Final Bills With One or More DPA (last 12 months)	1,594	\$422,857
11. Deposits Received This Month	87	\$22,905

Notes: *Please enter any special notes here.*

MONTHLY COLLECTIONS REPORT

National Fuel

RESIDENTIAL SERVICE

MONTH OF: Jun-02

<i>ITEM DESCRIPTION</i>	TOTALS	
	Customer	Dollars
1. Arrears Greater Than Sixty Days	23,699	\$6,968,151
2. Final Termination Notices This Month	22,265	\$5,882,003
3a. Unresolved Arrears (FTN Expired)	10,734	\$3,377,802
3b. Accounts Eligible For Field Action	5,942	\$2,042,644
4a. Terminations For Non-Payment - All	3,731	\$1,368,311
4b. Terminations For Non-Pmt - Heat Related	3,652	\$1,348,518
4c. Terminations For Non-Pmt - Service Limiter	N/A	N/A
4d. Term. Other Than Non-Pmt. or Cust. Request	124	
5 Reconnections for Non-Pmt.		
5a. Reconnects Due To HEAP or DSS	88	\$39,832
5b. Reconnects Due To Deferred Payment Agrmt.	283	\$72,574
6a. Active DPA's At The Beginning Of This Month	12,212	\$4,575,445
6b. Deferred Payment Agreements Made	3,085	\$1,289,707
6c. Deferred Payment Agreements Reinstated	148	
6d. Deferred Payment Agreements Defaulted	4,228	\$2,009,224
6e. Deferred Payment Agreements Satisfied	406	
6f. Active DPA's At The End Of This Month	13,257	\$4,685,467
6g. Percent Of DPA's In Arrears > 60 Days	55.90%	67.20%
7a. Uncollectibles This Month	2,711	\$1,715,056
7b. Percent Of UCB's with Less Than 1 Year Service	51.30%	
7c. Resid. UCB Accounts with One or More DPA	213	
8. Residential Sales	459,550	\$21,526,381
9a. Residential Bankruptcies	175	\$149,679
9b. Percent Of Bankruptcies Compared To All UCB's	6.50%	8.70%
10a. Final Bills Issued This Month	9,936	\$2,633,713
10b. Final Bills With Arrears This Month	4,940	\$2,371,932
10c. Final Bills With One or More DPA (last 12 months)	1,312	\$420,206
11. Deposits Received This Month	47	\$8,932

Notes: *Please enter any special notes here.*

MONTHLY COLLECTIONS REPORT

National Fuel

RESIDENTIAL SERVICE

MONTH OF: May-02

<i>ITEM DESCRIPTION</i>	TOTALS	
	Customer	Dollars
1. Arrears Greater Than Sixty Days	23,363	\$7,612,255
2. Final Termination Notices This Month	24,031	\$7,159,540
3a. Unresolved Arrears (FTN Expired)	11,528	\$4,022,721
3b. Accounts Eligible For Field Action	5,790	\$2,257,242
4a. Terminations For Non-Payment - All	3,588	\$1,458,361
4b. Terminations For Non-Pmt - Heat Related	3,494	\$1,431,430
4c. Terminations For Non-Pmt - Service Limiter	N/A	N/A
4d. Term. Other Than Non-Pmt. or Cust. Request	134	
5 Reconnections for Non-Pmt.		
5a. Reconnects Due To HEAP or DSS	136	\$62,730
5b. Reconnects Due To Deferred Payment Agrmt.	279	\$62,205
6a. Active DPA's At The Beginning Of This Month	11,360	\$4,215,985
6b. Deferred Payment Agreements Made	3,427	\$1,606,720
6c. Deferred Payment Agreements Reinstated	178	
6d. Deferred Payment Agreements Defaulted	3,841	\$1,771,270
6e. Deferred Payment Agreements Satisfied	488	
6f. Active DPA's At The End Of This Month	12,212	\$4,575,445
6g. Percent Of DPA's In Arrears > 60 Days	52.30%	60.10%
7a. Uncollectibles This Month	3,429	\$2,365,920
7b. Percent Of UCB's with Less Than 1 Year Service	54.20%	
7c. Resid. UCB Accounts with One or More DPA	210	
8. Residential Sales	461,702	\$32,443,459
9a. Residential Bankruptcies	215	\$192,741
9b. Percent Of Bankruptcies Compared To All UCB's	6.30%	8.10%
10a. Final Bills Issued This Month	10,776	\$3,383,663
10b. Final Bills With Arrears This Month	5,219	\$2,992,466
10c. Final Bills With One or More DPA (last 12 months)	1,383	\$562,224
11. Deposits Received This Month	54	\$12,458

Notes: *Please enter any special notes here.*

MONTHLY COLLECTIONS REPORT

National Fuel

RESIDENTIAL SERVICE

MONTH OF: Apr-02

<i>ITEM DESCRIPTION</i>	TOTALS	
	Customer	Dollars
1. Arrears Greater Than Sixty Days	19,226	\$6,890,752
2. Final Termination Notices This Month	20,907	\$6,669,602
3a. Unresolved Arrears (FTN Expired)	9,342	\$3,537,670
3b. Accounts Eligible For Field Action	5,829	\$2,432,352
4a. Terminations For Non-Payment - All	3,296	\$1,459,063
4b. Terminations For Non-Pmt - Heat Related	3,207	\$1,435,989
4c. Terminations For Non-Pmt - Service Limiter	N/A	N/A
4d. Term. Other Than Non-Pmt. or Cust. Request	93	
5 Reconnections for Non-Pmt.		
5a. Reconnects Due To HEAP or DSS	294	\$115,367
5b. Reconnects Due To Deferred Payment Agrmt.	181	\$46,039
6a. Active DPA's At The Beginning Of This Month	16,248	\$7,256,931
6b. Deferred Payment Agreements Made	2,930	\$1,429,322
6c. Deferred Payment Agreements Reinstated	110	
6d. Deferred Payment Agreements Defaulted	3,289	\$1,455,483
6e. Deferred Payment Agreements Satisfied	727	
6f. Active DPA's At The End Of This Month	11,360	\$4,215,985
6g. Percent Of DPA's In Arrears > 60 Days	59.10%	61.20%
7a. Uncollectibles This Month	2,891	\$2,304,795
7b. Percent Of UCB's with Less Than 1 Year Service	53.40%	
7c. Resid. UCB Accounts with One or More DPA	161	
8. Residential Sales	463,380	\$46,681,053
9a. Residential Bankruptcies	160	\$132,187
9b. Percent Of Bankruptcies Compared To All UCB's	5.50%	5.70%
10a. Final Bills Issued This Month	10,307	\$3,540,401
10b. Final Bills With Arrears This Month	4,768	\$3,030,983
10c. Final Bills With One or More DPA (last 12 months)	1,423	\$671,229
11. Deposits Received This Month	44	\$9,655

Notes: *Please enter any special notes here.*

MONTHLY COLLECTIONS REPORT

National Fuel

RESIDENTIAL SERVICE

MONTH OF: Mar-02

<i>ITEM DESCRIPTION</i>	TOTALS	
	Customer	Dollars
1. Arrears Greater Than Sixty Days	27,260	\$11,886,086
2. Final Termination Notices This Month	27,161	\$10,027,929
3a. Unresolved Arrears (FTN Expired)	4,934	\$2,348,917
3b. Accounts Eligible For Field Action	3,211	\$1,692,124
4a. Terminations For Non-Payment - All	1,111	\$658,588
4b. Terminations For Non-Pmt - Heat Related	1,090	\$655,118
4c. Terminations For Non-Pmt - Service Limiter	N/A	N/A
4d. Term. Other Than Non-Pmt. or Cust. Request	129	
5 Reconnections for Non-Pmt.		
5a. Reconnects Due To HEAP or DSS	244	\$120,928
5b. Reconnects Due To Deferred Payment Agrmt.	103	\$17,377
6a. Active DPA's At The Beginning Of This Month	18,217	\$7,558,868
6b. Deferred Payment Agreements Made	3,084	\$2,135,347
6c. Deferred Payment Agreements Reinstated	191	
6d. Deferred Payment Agreements Defaulted	4,252	\$2,100,307
6e. Deferred Payment Agreements Satisfied	1,373	
6f. Active DPA's At The End Of This Month	16,248	\$7,256,931
6g. Percent Of DPA's In Arrears > 60 Days	59.60%	61.05%
7a. Uncollectibles This Month	2,069	\$1,244,623
7b. Percent Of UCB's with Less Than 1 Year Service	55.39%	
7c. Resid. UCB Accounts with One or More DPA	126	
8. Residential Sales	461,426	\$54,713,723
9a. Residential Bankruptcies	157	\$126,692
9b. Percent Of Bankruptcies Compared To All UCB's	7.59%	10.18%
10a. Final Bills Issued This Month	7,169	\$2,325,225
10b. Final Bills With Arrears This Month	2,686	\$1,919,408
10c. Final Bills With One or More DPA (last 12 months)	1,306	\$551,787
11. Deposits Received This Month	47	\$12,999

Notes: *Please enter any special notes here.*

MONTHLY COLLECTIONS REPORT

National Fuel

RESIDENTIAL SERVICE

MONTH OF: Feb-02

<i>ITEM DESCRIPTION</i>	TOTALS	
	Customer	Dollars
1. Arrears Greater Than Sixty Days	24,338	\$11,249,719
2. Final Termination Notices This Month	18,013	\$7,769,357
3a. Unresolved Arrears (FTN Expired)	6,669	\$2,766,076
3b. Accounts Eligible For Field Action	3,859	\$1,758,209
4a. Terminations For Non-Payment - All	290	\$191,197
4b. Terminations For Non-Pmt - Heat Related	282	\$188,309
4c. Terminations For Non-Pmt - Service Limiter	N/A	N/A
4d. Term. Other Than Non-Pmt. or Cust. Request	95	
5 Reconnections for Non-Pmt.		
5a. Reconnects Due To HEAP or DSS	56	\$28,090
5b. Reconnects Due To Deferred Payment Agrmt.	23	\$1,372
6a. Active DPA's At The Beginning Of This Month	20,949	\$9,019,194
6b. Deferred Payment Agreements Made	3,103	\$2,133,428
6c. Deferred Payment Agreements Reinstated	200	
6d. Deferred Payment Agreements Defaulted	6,329	\$2,602,335
6e. Deferred Payment Agreements Satisfied	2,483	
6f. Active DPA's At The End Of This Month	18,217	\$7,558,868
6g. Percent Of DPA's In Arrears > 60 Days	74.85%	67.19%
7a. Uncollectibles This Month	1,637	\$556,952
7b. Percent Of UCB's with Less Than 1 Year Service	58.22%	
7c. Resid. UCB Accounts with One or More DPA	74	
8. Residential Sales	457,844	\$21,054,569
9a. Residential Bankruptcies	114	\$72,604
9b. Percent Of Bankruptcies Compared To All UCB's	6.96%	13.04%
10a. Final Bills Issued This Month	5,928	\$1,466,857
10b. Final Bills With Arrears This Month	1,831	\$1,076,205
10c. Final Bills With One or More DPA (last 12 months)	1,088	\$326,046
11. Deposits Received This Month	43	\$9,415

Notes: *Please enter any special notes here.*

MONTHLY COLLECTIONS REPORT

National Fuel

RESIDENTIAL SERVICE

MONTH OF: Jan-02

<i>ITEM DESCRIPTION</i>	TOTALS	
	Customer	Dollars
1. Arrears Greater Than Sixty Days	33,875	\$13,755,000
2. Final Termination Notices This Month	28,531	\$9,253,048
3a. Unresolved Arrears (FTN Expired)	7,279	\$2,867,665
3b. Accounts Eligible For Field Action	4,409	\$1,914,328
4a. Terminations For Non-Payment - All	337	\$201,256
4b. Terminations For Non-Pmt - Heat Related	327	\$198,098
4c. Terminations For Non-Pmt - Service Limiter	N/A	N/A
4d. Term. Other Than Non-Pmt. or Cust. Request	104	
5 Reconnections for Non-Pmt.		
5a. Reconnects Due To HEAP or DSS	100	\$48,057
5b. Reconnects Due To Deferred Payment Agrmt.	50	\$10,499
6a. Active DPA's At The Beginning Of This Month	23,093	\$9,234,095
6b. Deferred Payment Agreements Made	3,954	\$2,811,312
6c. Deferred Payment Agreements Reinstated	172	
6d. Deferred Payment Agreements Defaulted	6,243	\$2,733,703
6e. Deferred Payment Agreements Satisfied	1,653	
6f. Active DPA's At The End Of This Month	20,949	\$9,019,194
6g. Percent Of DPA's In Arrears > 60 Days	61.84%	65.57%
7a. Uncollectibles This Month	1,632	\$502,154
7b. Percent Of UCB's with Less Than 1 Year Service	57.29%	
7c. Resid. UCB Accounts with One or More DPA	77	
8. Residential Sales	455,917	\$64,322,897
9a. Residential Bankruptcies	121	\$66,537
9b. Percent Of Bankruptcies Compared To All UCB's	7.41%	13.25%
10a. Final Bills Issued This Month	6,621	\$1,619,089
10b. Final Bills With Arrears This Month	2,134	\$1,215,038
10c. Final Bills With One or More DPA (last 12 months)	1,170	\$375,354
11. Deposits Received This Month	47	\$8,905

Notes: *Please enter any special notes here.*

MONTHLY COLLECTIONS REPORT

National Fuel

RESIDENTIAL SERVICE

MONTH OF: Dec-01

ITEM DESCRIPTION	TOTALS	
	Customer	Dollars
1. Arrears Greater Than Sixty Days	33,774	\$13,211,804
2. Final Termination Notices This Month	25,134	\$8,191,368
3a. Unresolved Arrears (FTN Expired)	4,365	\$1,819,296
3b. Accounts Eligible For Field Action	2,280	\$1,079,291
4a. Terminations For Non-Payment - All	984	\$471,119
4b. Terminations For Non-Pmt - Heat Related	951	\$462,048
4c. Terminations For Non-Pmt - Service Limiter	N/A	N/A
4d. Term. Other Than Non-Pmt. or Cust. Request	176	
5 Reconnections for Non-Pmt.		
5a. Reconnects Due To HEAP or DSS	299	\$141,598
5b. Reconnects Due To Deferred Payment Agrmt.	100	\$17,593
6a. Active DPA's At The Beginning Of This Month	25,755	\$10,456,535
6b. Deferred Payment Agreements Made	2,218	\$1,325,286
6c. Deferred Payment Agreements Reinstated	94	
6d. Deferred Payment Agreements Defaulted	6,275	\$2,677,451
6e. Deferred Payment Agreements Satisfied	1,576	
6f. Active DPA's At The End Of This Month	23,093	\$9,234,095
6g. Percent Of DPA's In Arrears > 60 Days	68.38%	69.89%
7a. Uncollectibles This Month	1,192	-\$67,006
7b. Percent Of UCB's with Less Than 1 Year Service	54.70%	
7c. Resid. UCB Accounts with One or More DPA	88	
8. Residential Sales	453,347	\$44,877,453
9a. Residential Bankruptcies	106	\$67,318
9b. Percent Of Bankruptcies Compared To All UCB's	8.89%	-100.47%
10a. Final Bills Issued This Month	6,724	\$1,632,361
10b. Final Bills With Arrears This Month	2,403	\$1,339,329
10c. Final Bills With One or More DPA (last 12 months)	1,295	\$396,641
11. Deposits Received This Month	60	\$13,721

Notes: Please enter any special notes here.

MONTHLY COLLECTIONS REPORT

National Fuel

RESIDENTIAL SERVICE

MONTH OF: Nov-01

<i>ITEM DESCRIPTION</i>	TOTALS	
	Customer	Dollars
1. Arrears Greater Than Sixty Days	36,195	\$13,889,362
2. Final Termination Notices This Month	25,724	\$8,870,561
3a. Unresolved Arrears (FTN Expired)	4,563	\$1,892,750
3b. Accounts Eligible For Field Action	1,748	\$785,006
4a. Terminations For Non-Payment - All	526	\$254,179
4b. Terminations For Non-Pmt - Heat Related	511	\$251,075
4c. Terminations For Non-Pmt - Service Limiter	N/A	N/A
4d. Term. Other Than Non-Pmt. or Cust. Request	108	
5 Reconnections for Non-Pmt.		
5a. Reconnects Due To HEAP or DSS	124	\$65,161
5b. Reconnects Due To Deferred Payment Agrmt.	60	\$13,927
6a. Active DPA's At The Beginning Of This Month	27,746	\$11,377,042
6b. Deferred Payment Agreements Made	2,400	\$1,430,581
6c. Deferred Payment Agreements Reinstated	145	
6d. Deferred Payment Agreements Defaulted	6,890	\$3,009,543
6e. Deferred Payment Agreements Satisfied	1,210	
6f. Active DPA's At The End Of This Month	25,755	\$10,456,535
6g. Percent Of DPA's In Arrears > 60 Days	71.16%	75.28%
7a. Uncollectibles This Month	1,140	\$177,901
7b. Percent Of UCB's with Less Than 1 Year Service	53.60%	
7c. Resid. UCB Accounts with One or More DPA	72	
8. Residential Sales	451,190	\$32,609,551
9a. Residential Bankruptcies	99	\$62,488
9b. Percent Of Bankruptcies Compared To All UCB's	8.68%	35.13%
10a. Final Bills Issued This Month	8,340	\$1,599,010
10b. Final Bills With Arrears This Month	2,604	\$1,291,138
10c. Final Bills With One or More DPA (last 12 months)	1,682	\$461,684
11. Deposits Received This Month	75	\$21,623

Notes: *Please enter any special notes here.*

MONTHLY COLLECTIONS REPORT

National Fuel

RESIDENTIAL SERVICE

MONTH OF: Oct-01

<i>ITEM DESCRIPTION</i>	TOTALS	
	Customer	Dollars
1. Arrears Greater Than Sixty Days	38,743	\$14,692,192
2. Final Termination Notices This Month	24,836	\$8,449,108
3a. Unresolved Arrears (FTN Expired)	12,090	\$4,806,074
3b. Accounts Eligible For Field Action	5,253	\$2,129,655
4a. Terminations For Non-Payment - All	2,212	\$1,010,111
4b. Terminations For Non-Pmt - Heat Related	2,150	\$993,738
4c. Terminations For Non-Pmt - Service Limiter	N/A	N/A
4d. Term. Other Than Non-Pmt. or Cust. Request	80	
5 Reconnections for Non-Pmt.		
5a. Reconnects Due To HEAP or DSS	403	\$138,214
5b. Reconnects Due To Deferred Payment Agrmt.	247	\$71,077
6a. Active DPA's At The Beginning Of This Month	29,488	\$12,231,276
6b. Deferred Payment Agreements Made	3,094	\$1,956,290
6c. Deferred Payment Agreements Reinstated	242	
6d. Deferred Payment Agreements Defaulted	6,801	\$3,143,285
6e. Deferred Payment Agreements Satisfied	1,450	
6f. Active DPA's At The End Of This Month	27,746	\$11,377,042
6g. Percent Of DPA's In Arrears > 60 Days	71.62%	77.44%
7a. Uncollectibles This Month	1,647	\$115,533
7b. Percent Of UCB's with Less Than 1 Year Service	51.24%	
7c. Resid. UCB Accounts with One or More DPA	90	
8. Residential Sales	447,029	\$22,333,281
9a. Residential Bankruptcies	115	\$60,409
9b. Percent Of Bankruptcies Compared To All UCB's	6.98%	52.29%
10a. Final Bills Issued This Month	11,025	\$2,753,918
10b. Final Bills With Arrears This Month	4,583	\$2,487,776
10c. Final Bills With One or More DPA (last 12 months)	2,178	\$738,120
11. Deposits Received This Month	98	\$27,703

Notes: *Please enter any special notes here.*

MONTHLY COLLECTIONS REPORT

National Fuel

RESIDENTIAL SERVICE

MONTH OF: Sep-01

<i>ITEM DESCRIPTION</i>	TOTALS	
	Customer	Dollars
1. Arrears Greater Than Sixty Days	39,492	\$14,996,211
2. Final Termination Notices This Month	23,286	\$8,420,312
3a. Unresolved Arrears (FTN Expired)	9,783	\$4,094,205
3b. Accounts Eligible For Field Action	4,453	\$2,020,289
4a. Terminations For Non-Payment - All	1,629	\$892,362
4b. Terminations For Non-Pmt - Heat Related	1,587	\$877,515
4c. Terminations For Non-Pmt - Service Limiter	N/A	N/A
4d. Term. Other Than Non-Pmt. or Cust. Request	115	
5 Reconnections for Non-Pmt.		
5a. Reconnects Due To HEAP or DSS	48	\$11,910
5b. Reconnects Due To Deferred Payment Agrmt.	187	\$51,412
6a. Active DPA's At The Beginning Of This Month	31,100	\$14,794,183
6b. Deferred Payment Agreements Made	3,221	\$2,003,622
6c. Deferred Payment Agreements Reinstated	263	
6d. Deferred Payment Agreements Defaulted	6,038	\$2,945,687
6e. Deferred Payment Agreements Satisfied	873	
6f. Active DPA's At The End Of This Month	29,488	\$12,231,276
6g. Percent Of DPA's In Arrears > 60 Days	74.67%	81.56%
7a. Uncollectibles This Month	1,684	\$222,244
7b. Percent Of UCB's with Less Than 1 Year Service	50.65%	
7c. Resid. UCB Accounts with One or More DPA	145	
8. Residential Sales	446,003	\$14,967,803
9a. Residential Bankruptcies	121	\$53,563
9b. Percent Of Bankruptcies Compared To All UCB's	7.19%	24.10%
10a. Final Bills Issued This Month	9,377	\$2,615,683
10b. Final Bills With Arrears This Month	3,897	\$2,382,539
10c. Final Bills With One or More DPA (last 12 months)	1,785	\$687,941
11. Deposits Received This Month	74	\$21,562

Notes: *Please enter any special notes here.*

MONTHLY COLLECTIONS REPORT

National Fuel

RESIDENTIAL SERVICE

MONTH OF: Aug-01

<i>ITEM DESCRIPTION</i>	TOTALS	
	Customer	Dollars
1. Arrears Greater Than Sixty Days	41,559	\$16,461,187
2. Final Termination Notices This Month	30,073	\$11,297,140
3a. Unresolved Arrears (FTN Expired)	15,175	\$6,773,830
3b. Accounts Eligible For Field Action	8,067	\$3,850,379
4a. Terminations For Non-Payment - All	4,696	\$2,462,506
4b. Terminations For Non-Pmt - Heat Related	4,572	\$2,431,894
4c. Terminations For Non-Pmt - Service Limiter	N/A	N/A
4d. Term. Other Than Non-Pmt. or Cust. Request	120	
5 Reconnections for Non-Pmt.		
5a. Reconnects Due To HEAP or DSS	128	\$42,863
5b. Reconnects Due To Deferred Payment Agrmt.	354	\$95,029
6a. Active DPA's At The Beginning Of This Month	31,491	\$16,131,760
6b. Deferred Payment Agreements Made	4,469	\$2,900,953
6c. Deferred Payment Agreements Reinstated	432	
6d. Deferred Payment Agreements Defaulted	6,329	\$3,440,429
6e. Deferred Payment Agreements Satisfied	772	
6f. Active DPA's At The End Of This Month	31,100	\$14,794,183
6g. Percent Of DPA's In Arrears > 60 Days	74.83%	89.87%
7a. Uncollectibles This Month	2,109	\$519,248
7b. Percent Of UCB's with Less Than 1 Year Service	55.90%	
7c. Resid. UCB Accounts with One or More DPA	145	
8. Residential Sales	445,909	\$14,052,099
9a. Residential Bankruptcies	104	\$61,637
9b. Percent Of Bankruptcies Compared To All UCB's	4.93%	11.87%
10a. Final Bills Issued This Month	13,320	\$5,357,139
10b. Final Bills With Arrears This Month	7,035	\$5,001,531
10c. Final Bills With One or More DPA (last 12 months)	2,421	\$1,257,559
11. Deposits Received This Month	91	\$24,790

Notes: *Please enter any special notes here.*

MONTHLY COLLECTIONS REPORT

National Fuel

RESIDENTIAL SERVICE

MONTH OF: Jul-01

<i>ITEM DESCRIPTION</i>	TOTALS	
	Customer	Dollars
1. Arrears Greater Than Sixty Days	43,826	\$18,769,800
2. Final Termination Notices This Month	31,704	\$12,670,345
3a. Unresolved Arrears (FTN Expired)	17,047	\$8,403,271
3b. Accounts Eligible For Field Action	9,749	\$5,289,821
4a. Terminations For Non-Payment - All	5,445	\$3,223,836
4b. Terminations For Non-Pmt - Heat Related	5,325	\$3,182,754
4c. Terminations For Non-Pmt - Service Limiter	N/A	N/A
4d. Term. Other Than Non-Pmt. or Cust. Request	100	
5 Reconnections for Non-Pmt.		
5a. Reconnects Due To HEAP or DSS	143	\$71,439
5b. Reconnects Due To Deferred Payment Agrmt.	423	\$96,220
6a. Active DPA's At The Beginning Of This Month	30,914	\$16,688,265
6b. Deferred Payment Agreements Made	4,907	\$3,541,640
6c. Deferred Payment Agreements Reinstated	476	
6d. Deferred Payment Agreements Defaulted	6,169	\$3,689,560
6e. Deferred Payment Agreements Satisfied	574	
6f. Active DPA's At The End Of This Month	31,491	\$16,131,760
6g. Percent Of DPA's In Arrears > 60 Days	71.85%	85.95%
7a. Uncollectibles This Month	1,978	\$617,382
7b. Percent Of UCB's with Less Than 1 Year Service	52.38%	
7c. Resid. UCB Accounts with One or More DPA	144	
8. Residential Sales	448,393	\$15,021,307
9a. Residential Bankruptcies	156	\$99,177
9b. Percent Of Bankruptcies Compared To All UCB's	7.89%	16.06%
10a. Final Bills Issued This Month	12,776	\$6,114,876
10b. Final Bills With Arrears This Month	7,084	\$5,658,023
10c. Final Bills With One or More DPA (last 12 months)	1,985	\$1,209,429
11. Deposits Received This Month	84	\$23,309

Notes: *Please enter any special notes here.*

MONTHLY COLLECTIONS REPORT

National Fuel

RESIDENTIAL SERVICE

MONTH OF: Jun-01

<i>ITEM DESCRIPTION</i>	TOTALS	
	Customer	Dollars
1. Arrears Greater Than Sixty Days	46,243	\$21,426,896
2. Final Termination Notices This Month	36,822	\$16,103,535
3a. Unresolved Arrears (FTN Expired)	16,287	\$8,574,888
3b. Accounts Eligible For Field Action	8,596	\$4,946,224
4a. Terminations For Non-Payment - All	5,380	\$3,309,553
4b. Terminations For Non-Pmt - Heat Related	5,272	\$3,275,917
4c. Terminations For Non-Pmt - Service Limiter	N/A	N/A
4d. Term. Other Than Non-Pmt. or Cust. Request	71	
5 Reconnections for Non-Pmt.		
5a. Reconnects Due To HEAP or DSS	445	\$284,367
5b. Reconnects Due To Deferred Payment Agrmt.	510	\$145,948
6a. Active DPA's At The Beginning Of This Month	28,657	\$16,234,603
6b. Deferred Payment Agreements Made	5,967	\$4,279,744
6c. Deferred Payment Agreements Reinstated	447	
6d. Deferred Payment Agreements Defaulted	5,963	\$3,854,736
6e. Deferred Payment Agreements Satisfied	483	
6f. Active DPA's At The End Of This Month	30,914	\$16,688,265
6g. Percent Of DPA's In Arrears > 60 Days	66.85%	77.88%
7a. Uncollectibles This Month	2,396	\$933,608
7b. Percent Of UCB's with Less Than 1 Year Service	56.93%	
7c. Resid. UCB Accounts with One or More DPA	155	
8. Residential Sales	451,681	\$22,579,412
9a. Residential Bankruptcies	133	\$84,682
9b. Percent Of Bankruptcies Compared To All UCB's	5.55%	9.07%
10a. Final Bills Issued This Month	13,334	\$7,485,779
10b. Final Bills With Arrears This Month	7,905	\$6,940,083
10c. Final Bills With One or More DPA (last 12 months)	1,945	\$1,358,873
11. Deposits Received This Month	84	\$23,542

Notes: *Please enter any special notes here.*

MONTHLY COLLECTIONS REPORT

National Fuel

RESIDENTIAL SERVICE

MONTH OF: May-01

<i>ITEM DESCRIPTION</i>	TOTALS	
	Customer	Dollars
1. Arrears Greater Than Sixty Days	46,458	\$23,795,614
2. Final Termination Notices This Month	39,816	\$19,021,661
3a. Unresolved Arrears (FTN Expired)	19,567	\$10,738,160
3b. Accounts Eligible For Field Action	11,327	\$6,632,441
4a. Terminations For Non-Payment - All	7,188	\$4,442,059
4b. Terminations For Non-Pmt - Heat Related	7,016	\$4,388,839
4c. Terminations For Non-Pmt - Service Limiter	N/A	N/A
4d. Term. Other Than Non-Pmt. or Cust. Request	125	
5 Reconnections for Non-Pmt.		
5a. Reconnects Due To HEAP or DSS	761	\$541,634
5b. Reconnects Due To Deferred Payment Agrmt.	523	\$135,094
6a. Active DPA's At The Beginning Of This Month	24,747	\$13,682,789
6b. Deferred Payment Agreements Made	8,021	\$5,970,493
6c. Deferred Payment Agreements Reinstated	425	
6d. Deferred Payment Agreements Defaulted	6,042	\$4,032,287
6e. Deferred Payment Agreements Satisfied	414	
6f. Active DPA's At The End Of This Month	28,657	\$16,234,603
6g. Percent Of DPA's In Arrears > 60 Days	61.68%	68.23%
7a. Uncollectibles This Month	2,502	\$981,005
7b. Percent Of UCB's with Less Than 1 Year Service	59.55%	
7c. Resid. UCB Accounts with One or More DPA	167	
8. Residential Sales	455,977	\$37,169,641
9a. Residential Bankruptcies	154	\$102,374
9b. Percent Of Bankruptcies Compared To All UCB's	6.16%	10.44%
10a. Final Bills Issued This Month	15,041	\$9,988,032
10b. Final Bills With Arrears This Month	9,467	\$9,213,077
10c. Final Bills With One or More DPA (last 12 months)	1,789	\$1,570,404
11. Deposits Received This Month	90	\$23,870

Notes: *Please enter any special notes here.*

MONTHLY COLLECTIONS REPORT

National Fuel

RESIDENTIAL SERVICE

MONTH OF: Apr-01

<i>ITEM DESCRIPTION</i>	TOTALS	
	Customer	Dollars
1. Arrears Greater Than Sixty Days	44,564	\$24,334,701
2. Final Termination Notices This Month	37,547	\$18,341,314
3a. Unresolved Arrears (FTN Expired)	14,455	\$9,198,370
3b. Accounts Eligible For Field Action	8,758	\$6,194,930
4a. Terminations For Non-Payment - All	4,405	\$3,179,073
4b. Terminations For Non-Pmt - Heat Related	4,331	\$3,150,496
4c. Terminations For Non-Pmt - Service Limiter	N/A	N/A
4d. Term. Other Than Non-Pmt. or Cust. Request	61	
5 Reconnections for Non-Pmt.		
5a. Reconnects Due To HEAP or DSS	546	\$427,347
5b. Reconnects Due To Deferred Payment Agrmt.	311	\$65,886
6a. Active DPA's At The Beginning Of This Month	20,775	\$10,843,056
6b. Deferred Payment Agreements Made	7,502	\$5,813,042
6c. Deferred Payment Agreements Reinstated	377	
6d. Deferred Payment Agreements Defaulted	5,184	\$3,337,672
6e. Deferred Payment Agreements Satisfied	454	
6f. Active DPA's At The End Of This Month	24,747	\$13,682,789
6g. Percent Of DPA's In Arrears > 60 Days	55.53%	56.23%
7a. Uncollectibles This Month	2,427	\$1,082,393
7b. Percent Of UCB's with Less Than 1 Year Service	60.03%	
7c. Resid. UCB Accounts with One or More DPA	136	
8. Residential Sales	459,024	\$65,692,525
9a. Residential Bankruptcies	159	\$111,685
9b. Percent Of Bankruptcies Compared To All UCB's	6.55%	10.32%
10a. Final Bills Issued This Month	10,796	\$7,541,146
10b. Final Bills With Arrears This Month	6,135	\$6,735,494
10c. Final Bills With One or More DPA (last 12 months)	1,124	\$1,001,784
11. Deposits Received This Month	83	\$24,120

Notes: *Please enter any special notes here.*

MONTHLY COLLECTIONS REPORT

National Fuel

RESIDENTIAL SERVICE

MONTH OF: Mar-01

<i>ITEM DESCRIPTION</i>	TOTALS	
	Customer	Dollars
1. Arrears Greater Than Sixty Days	42,028	\$24,037,201
2. Final Termination Notices This Month	44,563	\$23,987,658
3a. Unresolved Arrears (FTN Expired)	7,891	\$4,408,309
3b. Accounts Eligible For Field Action	3,711	\$2,209,091
4a. Terminations For Non-Payment - All	1,251	\$798,511
4b. Terminations For Non-Pmt - Heat Related	1,214	\$785,340
4c. Terminations For Non-Pmt - Service Limiter	N/A	N/A
4d. Term. Other Than Non-Pmt. or Cust. Request	136	
5 Reconnections for Non-Pmt.		
5a. Reconnects Due To HEAP or DSS	195	\$146,950
5b. Reconnects Due To Deferred Payment Agrmt.	86	\$21,661
6a. Active DPA's At The Beginning Of This Month	15,791	\$6,865,725
6b. Deferred Payment Agreements Made	7,595	\$6,053,218
6c. Deferred Payment Agreements Reinstated	269	
6d. Deferred Payment Agreements Defaulted	4,784	\$2,921,934
6e. Deferred Payment Agreements Satisfied	507	
6f. Active DPA's At The End Of This Month	20,775	\$10,843,056
6g. Percent Of DPA's In Arrears > 60 Days	49.43%	45.11%
7a. Uncollectibles This Month	2,210	\$831,860
7b. Percent Of UCB's with Less Than 1 Year Service	60.50%	
7c. Resid. UCB Accounts with One or More DPA	114	
8. Residential Sales	456,688	\$85,783,683
9a. Residential Bankruptcies	137	\$85,930
9b. Percent Of Bankruptcies Compared To All UCB's	6.20%	10.33%
10a. Final Bills Issued This Month	7,355	\$4,062,458
10b. Final Bills With Arrears This Month	6,286	\$3,173,925
10c. Final Bills With One or More DPA (last 12 months)	902	\$583,054
11. Deposits Received This Month	68	\$17,590

Notes: *Please enter any special notes here.*

MONTHLY COLLECTIONS REPORT

National Fuel

RESIDENTIAL SERVICE

MONTH OF: Feb-01

<i>ITEM DESCRIPTION</i>	TOTALS	
	Customer	Dollars
1. Arrears Greater Than Sixty Days	32,287	\$16,322,788
2. Final Termination Notices This Month	34,327	\$16,257,833
3a. Unresolved Arrears (FTN Expired)	7,717	\$2,836,892
3b. Accounts Eligible For Field Action	4,623	\$1,652,980
4a. Terminations For Non-Payment - All	334	\$154,016
4b. Terminations For Non-Pmt - Heat Related	327	\$152,027
4c. Terminations For Non-Pmt - Service Limiter	N/A	N/A
4d. Term. Other Than Non-Pmt. or Cust. Request	106	
5 Reconnections for Non-Pmt.		
5a. Reconnects Due To HEAP or DSS	95	\$76,534
5b. Reconnects Due To Deferred Payment Agrmt.	9	\$1,981
6a. Active DPA's At The Beginning Of This Month	15,214	\$5,099,509
6b. Deferred Payment Agreements Made	4,344	\$3,096,270
6c. Deferred Payment Agreements Reinstated	117	
6d. Deferred Payment Agreements Defaulted	5,143	\$2,675,073
6e. Deferred Payment Agreements Satisfied	639	
6f. Active DPA's At The End Of This Month	15,791	\$6,865,725
6g. Percent Of DPA's In Arrears > 60 Days	48.91%	42.06%
7a. Uncollectibles This Month	1,477	\$23,885
7b. Percent Of UCB's with Less Than 1 Year Service	69.30%	
7c. Resid. UCB Accounts with One or More DPA	79	
8. Residential Sales	456,256	\$115,739,847
9a. Residential Bankruptcies	98	\$50,267
9b. Percent Of Bankruptcies Compared To All UCB's	6.64%	210.45%
10a. Final Bills Issued This Month	6,371	\$2,888,955
10b. Final Bills With Arrears This Month	2,298	\$1,925,682
10c. Final Bills With One or More DPA (last 12 months)	768	\$441,003
11. Deposits Received This Month	46	\$11,746

Notes: *Please enter any special notes here.*

MONTHLY COLLECTIONS REPORT

National Fuel

RESIDENTIAL SERVICE

MONTH OF: Jan-01

<i>ITEM DESCRIPTION</i>	TOTALS	
	Customer	Dollars
1. Arrears Greater Than Sixty Days	28,311	\$10,914,990
2. Final Termination Notices This Month	30,269	\$9,841,772
3a. Unresolved Arrears (FTN Expired)	6,018	\$1,868,964
3b. Accounts Eligible For Field Action	3,416	\$1,122,542
4a. Terminations For Non-Payment - All	57	\$34,675
4b. Terminations For Non-Pmt - Heat Related	56	\$34,573
4c. Terminations For Non-Pmt - Service Limiter	N/A	N/A
4d. Term. Other Than Non-Pmt. or Cust. Request	122	
5 Reconnections for Non-Pmt.		
5a. Reconnects Due To HEAP or DSS	4	\$3,680
5b. Reconnects Due To Deferred Payment Agrmt.	3	\$0
6a. Active DPA's At The Beginning Of This Month	16,148	\$4,615,289
6b. Deferred Payment Agreements Made	3,341	\$1,846,412
6c. Deferred Payment Agreements Reinstated	76	
6d. Deferred Payment Agreements Defaulted	5,314	\$2,138,764
6e. Deferred Payment Agreements Satisfied	773	
6f. Active DPA's At The End Of This Month	15,214	\$5,099,509
6g. Percent Of DPA's In Arrears > 60 Days	53.74%	46.72%
7a. Uncollectibles This Month	1,659	\$287,213
7b. Percent Of UCB's with Less Than 1 Year Service	57.70%	
7c. Resid. UCB Accounts with One or More DPA	79	
8. Residential Sales	455,219	\$124,784,887
9a. Residential Bankruptcies	116	\$62,560
9b. Percent Of Bankruptcies Compared To All UCB's	6.99%	21.78%
10a. Final Bills Issued This Month	7,002	\$2,225,050
10b. Final Bills With Arrears This Month	2,082	\$1,246,302
10c. Final Bills With One or More DPA (last 12 months)	913	\$311,559
11. Deposits Received This Month	51	\$13,394

Notes: *Please enter any special notes here.*

NATIONAL FUEL GAS DISTRIBUTION CORPORATION
NEW YORK DIVISION
RESPONSE TO PUBLIC UTILITY LAW PROJECT
REQUEST FOR INFORMATION
CASE 16-G-0257

Question

Please provide the “Annual Bill Frequency Report – Accounts with 12 Months Data”, included for 2015 as attachment b to the Company’s filing letter, for SC1, SC2, SC2A, and SC2B, for all years from 2008 – 2014 (or the time frame for which information is available, if less).

Response

The “Annual Bill Frequency Report – Accounts with 12 Months Data” analysis is provided in the following Attachments to this data request response:

- Attachment A – 2014
- Attachment B – 2013
- Attachment C – 2012
- Attachment D – 2011
- Attachment E – 2010
- Attachment F – 2009

This analysis is not available for 2008, as the data is no longer available in the legacy mainframe customer information system.

National Fuel Gas Distribution Corporation
New York Division
Annual Bill Frequency Report
Accounts with 12 Months Data

Mcf Block Ending at	Number of Customers	Consumption Mcf	Cumulative Customers	Cumulative Consumption	Cumulative Average
0.0	479	-	479	-	0.0
0.1	84	8.4	563	8.4	0.0
0.2	65	13.0	628	21.4	0.0
0.3	54	16.2	682	37.6	0.1
0.4	46	18.4	728	56.0	0.1
0.5	46	23.0	774	79.0	0.1
0.6	53	31.8	827	110.8	0.1
0.7	34	23.8	861	134.6	0.2
0.8	37	29.6	898	164.2	0.2
0.9	44	39.6	942	203.8	0.2
1.0	41	41.0	983	244.8	0.2
2.0	309	475.9	1,292	720.7	0.6
3.0	268	694.5	1,560	1,415.2	0.9
4.0	324	1,147.7	1,884	2,562.9	1.4
5.0	308	1,405.2	2,192	3,968.1	1.8
6.0	309	1,715.4	2,501	5,683.5	2.3
7.0	293	1,918.6	2,794	7,602.1	2.7
8.0	332	2,514.0	3,126	10,116.1	3.2
9.0	347	2,972.0	3,473	13,088.1	3.8
10.0	367	3,508.9	3,840	16,597.0	4.3
15.0	2,277	28,717.7	6,117	45,314.7	7.4
20.0	2,570	45,248.7	8,687	90,563.4	10.4
25.0	2,760	62,312.9	11,447	152,876.3	13.4
30.0	3,075	84,960.0	14,522	237,836.3	16.4
35.0	3,512	114,476.9	18,034	352,313.2	19.5
40.0	4,120	155,069.0	22,154	507,382.2	22.9
45.0	5,033	214,551.8	27,187	721,934.0	26.6
50.0	6,141	292,626.2	33,328	1,014,560.2	30.4
100.0	148,304	11,689,356.6	181,632	12,703,916.8	69.9
150.0	135,941	16,538,894.4	317,573	29,242,811.2	92.1
200.0	47,965	8,155,751.0	365,538	37,398,562.2	102.3
250.0	14,345	3,158,618.3	379,883	40,557,180.5	106.8
300.0	4,767	1,291,784.5	384,650	41,848,965.0	108.8
400.0	2,957	998,157.3	387,607	42,847,122.3	110.5
500.0	797	351,735.7	388,404	43,198,858.0	111.2
1,000.0	812	541,168.2	389,216	43,740,026.2	112.4
2,000.0	250	343,896.4	389,466	44,083,922.6	113.2
3,000.0	58	139,621.6	389,524	44,223,544.2	113.5
4,000.0	21	71,415.3	389,545	44,294,959.5	113.7
5,000.0	16	70,084.9	389,561	44,365,044.4	113.9
7,500.0	12	72,464.3	389,573	44,437,508.7	114.1
10,000.0	5	43,379.5	389,578	44,480,888.2	114.2
50,000.0	1	32,233.0	389,579	44,513,121.2	114.3

National Fuel Gas Distribution Corporation
New York Division
Annual Bill Frequency Report
Accounts with 12 Months Data

Mcf Block Ending at	Number of Customers	Consumption Mcf	Cumulative Customers	Cumulative Consumption	Cumulative Average
0.0	477	-	477	-	0.0
0.1	108	10.8	585	10.8	0.0
0.2	59	11.8	644	22.6	0.0
0.3	46	13.8	690	36.4	0.1
0.4	55	22.0	745	58.4	0.1
0.5	51	25.5	796	83.9	0.1
0.6	45	27.0	841	110.9	0.1
0.7	34	23.8	875	134.7	0.2
0.8	45	36.0	920	170.7	0.2
0.9	38	34.2	958	204.9	0.2
1.0	33	33.0	991	237.9	0.2
2.0	326	501.3	1,317	739.2	0.6
3.0	263	677.4	1,580	1,416.6	0.9
4.0	337	1,202.1	1,917	2,618.7	1.4
5.0	360	1,643.8	2,277	4,262.5	1.9
6.0	339	1,884.8	2,616	6,147.3	2.3
7.0	380	2,496.0	2,996	8,643.3	2.9
8.0	382	2,886.2	3,378	11,529.5	3.4
9.0	418	3,573.0	3,796	15,102.5	4.0
10.0	443	4,230.1	4,239	19,332.6	4.6
15.0	2,741	34,654.0	6,980	53,986.6	7.7
20.0	3,118	54,758.2	10,098	108,744.8	10.8
25.0	3,531	79,784.9	13,629	188,529.7	13.8
30.0	4,067	112,412.6	17,696	300,942.3	17.0
35.0	4,707	153,496.0	22,403	454,438.3	20.3
40.0	5,506	207,236.9	27,909	661,675.2	23.7
45.0	7,010	298,986.1	34,919	960,661.3	27.5
50.0	8,767	417,822.6	43,686	1,378,483.9	31.6
100.0	178,014	13,757,068.2	221,700	15,135,552.1	68.3
150.0	118,721	14,309,447.1	340,421	29,444,999.2	86.5
200.0	33,260	5,637,305.9	373,681	35,082,305.1	93.9
250.0	8,944	1,967,261.3	382,625	37,049,566.4	96.8
300.0	2,977	805,937.9	385,602	37,855,504.3	98.2
400.0	1,874	631,435.8	387,476	38,486,940.1	99.3
500.0	560	246,948.7	388,036	38,733,888.8	99.8
1,000.0	655	437,647.6	388,691	39,171,536.4	100.8
2,000.0	188	262,604.5	388,879	39,434,140.9	101.4
3,000.0	47	113,800.5	388,926	39,547,941.4	101.7
4,000.0	22	76,976.5	388,948	39,624,917.9	101.9
5,000.0	10	43,391.2	388,958	39,668,309.1	102.0
7,500.0	9	53,290.4	388,967	39,721,599.5	102.1
10,000.0	1	7,798.4	388,968	39,729,397.9	102.1
50,000.0	1	28,685.0	388,969	39,758,082.9	102.2

National Fuel Gas Distribution Corporation
New York Division
Annual Bill Frequency Report
Accounts with 12 Months Data

Mcf Block Ending at	Number of Customers	Consumption Mcf	Cumulative Customers	Cumulative Consumption	Cumulative Average
0.0	483	-	483	-	0.0
0.1	118	11.8	601	11.8	0.0
0.2	61	12.2	662	24.0	0.0
0.3	44	13.2	706	37.2	0.1
0.4	68	27.2	774	64.4	0.1
0.5	52	26.0	826	90.4	0.1
0.6	47	28.2	873	118.6	0.1
0.7	56	39.2	929	157.8	0.2
0.8	32	25.6	961	183.4	0.2
0.9	38	34.2	999	217.6	0.2
1.0	42	42.0	1,041	259.6	0.2
2.0	352	536.2	1,393	795.8	0.6
3.0	334	850.6	1,727	1,646.4	1.0
4.0	370	1,320.1	2,097	2,966.5	1.4
5.0	377	1,714.9	2,474	4,681.4	1.9
6.0	405	2,250.1	2,879	6,931.5	2.4
7.0	449	2,946.8	3,328	9,878.3	3.0
8.0	456	3,441.5	3,784	13,319.8	3.5
9.0	474	4,048.1	4,258	17,367.9	4.1
10.0	518	4,945.6	4,776	22,313.5	4.7
15.0	3,410	43,257.7	8,186	65,571.2	8.0
20.0	4,082	71,919.0	12,268	137,490.2	11.2
25.0	4,869	110,126.7	17,137	247,616.9	14.4
30.0	5,672	156,777.8	22,809	404,394.7	17.7
35.0	6,868	224,024.6	29,677	628,419.3	21.2
40.0	8,748	329,402.2	38,425	957,821.5	24.9
45.0	11,105	473,638.4	49,530	1,431,459.9	28.9
50.0	13,949	664,552.3	63,479	2,096,012.2	33.0
100.0	209,518	15,697,564.1	272,997	17,793,576.3	65.2
150.0	88,315	10,518,546.4	361,312	28,312,122.7	78.4
200.0	19,066	3,222,523.7	380,378	31,534,646.4	82.9
250.0	4,828	1,064,548.6	385,206	32,599,195.0	84.6
300.0	1,711	464,471.0	386,917	33,063,666.0	85.5
400.0	1,044	354,782.8	387,961	33,418,448.8	86.1
500.0	390	172,279.2	388,351	33,590,728.0	86.5
1,000.0	477	315,716.0	388,828	33,906,444.0	87.2
2,000.0	156	206,651.1	388,984	34,113,095.1	87.7
3,000.0	42	102,390.3	389,026	34,215,485.4	88.0
4,000.0	22	73,961.9	389,048	34,289,447.3	88.1
5,000.0	6	27,320.6	389,054	34,316,767.9	88.2
7,500.0	6	35,407.9	389,060	34,352,175.8	88.3
50,000.0	1	27,714.0	389,061	34,379,889.8	88.4

National Fuel Gas Distribution Corporation
New York Division
Annual Bill Frequency Report
Accounts with 12 Months Data

Mcf Block Ending at	Number of Customers	Consumption Mcf	Cumulative Customers	Cumulative Consumption	Cumulative Average
0.0	426	-	426	-	0.0
0.1	88	8.8	514	8.8	0.0
0.2	50	10.0	564	18.8	0.0
0.3	45	13.5	609	32.3	0.1
0.4	44	17.6	653	49.9	0.1
0.5	48	24.0	701	73.9	0.1
0.6	49	29.4	750	103.3	0.1
0.7	54	37.8	804	141.1	0.2
0.8	36	28.8	840	169.9	0.2
0.9	42	37.8	882	207.7	0.2
1.0	41	41.0	923	248.7	0.3
2.0	358	547.7	1,281	796.4	0.6
3.0	302	765.1	1,583	1,561.5	1.0
4.0	324	1,158.4	1,907	2,719.9	1.4
5.0	315	1,423.1	2,222	4,143.0	1.9
6.0	345	1,915.8	2,567	6,058.8	2.4
7.0	368	2,405.8	2,935	8,464.6	2.9
8.0	404	3,054.5	3,339	11,519.1	3.4
9.0	407	3,488.9	3,746	15,008.0	4.0
10.0	461	4,409.4	4,207	19,417.4	4.6
15.0	2,736	34,661.1	6,943	54,078.5	7.8
20.0	3,201	56,309.9	10,144	110,388.4	10.9
25.0	3,594	81,170.1	13,738	191,558.5	13.9
30.0	4,030	111,229.2	17,768	302,787.7	17.0
35.0	4,532	147,828.7	22,300	450,616.4	20.2
40.0	5,631	211,964.9	27,931	662,581.3	23.7
45.0	7,008	298,888.6	34,939	961,469.9	27.5
50.0	8,603	409,788.8	43,542	1,371,258.7	31.5
100.0	176,757	13,675,506.4	220,299	15,046,765.1	68.3
150.0	118,632	14,295,357.3	338,931	29,342,122.4	86.6
200.0	32,414	5,489,551.9	371,345	34,831,674.3	93.8
250.0	8,366	1,840,312.6	379,711	36,671,986.9	96.6
300.0	2,800	758,828.6	382,511	37,430,815.5	97.9
400.0	1,697	574,539.8	384,208	38,005,355.3	98.9
500.0	498	220,695.5	384,706	38,226,050.8	99.4
1,000.0	660	435,495.5	385,366	38,661,546.3	100.3
2,000.0	195	269,638.9	385,561	38,931,185.2	101.0
3,000.0	53	130,330.6	385,614	39,061,515.8	101.3
4,000.0	19	66,698.6	385,633	39,128,214.4	101.5
5,000.0	10	42,166.4	385,643	39,170,380.8	101.6
7,500.0	13	77,317.2	385,656	39,247,698.0	101.8
50,000.0	1	34,770.0	385,657	39,282,468.0	101.9

National Fuel Gas Distribution Corporation
New York Division
Annual Bill Frequency Report
Accounts with 12 Months Data

Mcf Block Ending at	Number of Customers	Consumption Mcf	Cumulative Customers	Cumulative Consumption	Cumulative Average
0.0	438	-	438	-	0.0
0.1	87	8.7	525	8.7	0.0
0.2	60	12.0	585	20.7	0.0
0.3	47	14.1	632	34.8	0.1
0.4	32	12.8	664	47.6	0.1
0.5	52	26.0	716	73.6	0.1
0.6	54	32.4	770	106.0	0.1
0.7	41	28.7	811	134.7	0.2
0.8	36	28.8	847	163.5	0.2
0.9	38	34.2	885	197.7	0.2
1.0	41	41.0	926	238.7	0.3
2.0	340	513.2	1,266	751.9	0.6
3.0	284	717.3	1,550	1,469.2	0.9
4.0	322	1,144.4	1,872	2,613.6	1.4
5.0	350	1,593.4	2,222	4,207.0	1.9
6.0	334	1,863.4	2,556	6,070.4	2.4
7.0	389	2,554.9	2,945	8,625.3	2.9
8.0	404	3,050.1	3,349	11,675.4	3.5
9.0	434	3,715.2	3,783	15,390.6	4.1
10.0	455	4,350.3	4,238	19,740.9	4.7
15.0	2,932	37,030.8	7,170	56,771.7	7.9
20.0	3,508	61,852.2	10,678	118,623.9	11.1
25.0	3,916	88,435.4	14,594	207,059.3	14.2
30.0	4,411	121,949.2	19,005	329,008.5	17.3
35.0	5,328	173,931.8	24,333	502,940.3	20.7
40.0	6,475	243,688.0	30,808	746,628.3	24.2
45.0	7,789	332,044.2	38,597	1,078,672.5	27.9
50.0	9,960	474,762.0	48,557	1,553,434.5	32.0
100.0	186,171	14,289,991.2	234,728	15,843,425.7	67.5
150.0	109,676	13,161,840.9	344,404	29,005,266.6	84.2
200.0	26,917	4,554,956.6	371,321	33,560,223.2	90.4
250.0	6,779	1,491,679.8	378,100	35,051,903.0	92.7
300.0	2,171	588,704.9	380,271	35,640,607.9	93.7
400.0	1,407	474,225.0	381,678	36,114,832.9	94.6
500.0	424	188,095.3	382,102	36,302,928.2	95.0
1,000.0	571	377,497.0	382,673	36,680,425.2	95.9
2,000.0	182	246,446.8	382,855	36,926,872.0	96.5
3,000.0	54	131,187.3	382,909	37,058,059.3	96.8
4,000.0	20	71,990.0	382,929	37,130,049.3	97.0
5,000.0	4	16,976.5	382,933	37,147,025.8	97.0
7,500.0	10	57,159.5	382,943	37,204,185.3	97.2
50,000.0	1	33,121.0	382,944	37,237,306.3	97.2

National Fuel Gas Distribution Corporation
New York Division
Annual Bill Frequency Report
Accounts with 12 Months Data

Mcf Block Ending at	Number of Customers	Consumption Mcf	Cumulative Customers	Cumulative Consumption	Cumulative Average
0.0	390	-	390	-	0.0
0.1	76	7.6	466	7.6	0.0
0.2	58	11.6	524	19.2	0.0
0.3	49	14.7	573	33.9	0.1
0.4	34	13.6	607	47.5	0.1
0.5	41	20.5	648	68.0	0.1
0.6	61	36.6	709	104.6	0.1
0.7	34	23.8	743	128.4	0.2
0.8	45	36.0	788	164.4	0.2
0.9	30	27.0	818	191.4	0.2
1.0	32	32.0	850	223.4	0.3
2.0	324	490.1	1,174	713.5	0.6
3.0	267	682.6	1,441	1,396.1	1.0
4.0	317	1,126.3	1,758	2,522.4	1.4
5.0	320	1,459.8	2,078	3,982.2	1.9
6.0	313	1,738.9	2,391	5,721.1	2.4
7.0	338	2,222.5	2,729	7,943.6	2.9
8.0	359	2,713.5	3,088	10,657.1	3.5
9.0	388	3,319.5	3,476	13,976.6	4.0
10.0	446	4,264.9	3,922	18,241.5	4.7
15.0	2,652	33,536.5	6,574	51,778.0	7.9
20.0	3,198	56,262.3	9,772	108,040.3	11.1
25.0	3,565	80,549.7	13,337	188,590.0	14.1
30.0	3,906	107,780.4	17,243	296,370.4	17.2
35.0	4,604	150,307.6	21,847	446,678.0	20.4
40.0	5,270	198,152.4	27,117	644,830.4	23.8
45.0	6,571	280,080.6	33,688	924,911.0	27.5
50.0	8,089	385,378.1	41,777	1,310,289.1	31.4
100.0	168,150	13,054,460.1	209,927	14,364,749.2	68.4
150.0	118,480	14,281,122.9	328,407	28,645,872.1	87.2
200.0	32,161	5,449,467.8	360,568	34,095,339.9	94.6
250.0	8,376	1,844,890.4	368,944	35,940,230.3	97.4
300.0	2,717	737,054.7	371,661	36,677,285.0	98.7
400.0	1,742	587,494.5	373,403	37,264,779.5	99.8
500.0	517	229,700.0	373,920	37,494,479.5	100.3
1,000.0	625	418,162.0	374,545	37,912,641.5	101.2
2,000.0	184	254,029.1	374,729	38,166,670.6	101.9
3,000.0	52	128,546.6	374,781	38,295,217.2	102.2
4,000.0	20	70,611.4	374,801	38,365,828.6	102.4
5,000.0	8	33,895.7	374,809	38,399,724.3	102.5
7,500.0	2	10,542.7	374,811	38,410,267.0	102.5

NATIONAL FUEL GAS DISTRIBUTION CORPORATION
NEW YORK DIVISION
RESPONSE TO PUBLIC UTILITY LAW PROJECT of NY
REQUEST FOR INFORMATION
CASE 16-G-0257

Question

13. Please provide monthly retail access migration data for residential gas customers since December 2011 in the format of the monthly New York Gas Retail Access Migration Data Reports at:

<http://www3.dps.ny.gov/W/PSCWeb.nsf/All/441D4686DF065C5585257687006F396D?OpenDocument>

Response

See attached: NFGDC New York Gas Retail Access Migration Data.xlsx

New York Natural Gas Retail Access Migration Data for:

		Total		Non-Res LG Transport		Non-Res Small C&I		Residential Total	
		Customer	Volume	Customer	Volume	Customer	Volume	Customer	Volume
		Accounts	(Dekatherms)	Accounts	(Dekatherms)	Accounts	(Dekatherms)	Accounts	(Dekatherms)
NFG	January 2012 Customer & Load Migration	107,622	5,827,323	1,471	2,158,933	14,114	1,998,252	92,037	1,670,138
	Total Eligible	520,768	12,682,562	1,472	2,160,752	33,309	2,806,146	485,987	7,715,664
	% Customer and Load Migration	20.7%	45.9%	99.9%	99.9%	42.4%	71.2%	18.9%	21.6%
	January 2011 Customer & Load Migration	106,170	7,008,930	1,277	2,559,484	13,720	2,428,189	91,173	2,021,257
	% Change from January 2011	1.4%	-16.9%	15.2%	-15.6%	2.9%	-17.7%	0.9%	-17.4%
NFG	February 2012 Customer & Load Migration	108,774	5,999,348	1,476	2,505,083	14,154	1,893,884	93,144	1,600,380
	Total Eligible	521,864	12,581,824	1,477	2,516,553	33,371	2,681,322	487,016	7,383,949
	% Customer and Load Migration	20.8%	47.7%	99.9%	99.5%	42.4%	70.6%	19.1%	21.7%
	February 2011 Customer & Load Migration	106,840	6,950,947	1,279	2,828,427	13,700	2,192,165	91,861	1,930,355
	% Change from February 2011	1.8%	-13.7%	15.4%	-11.4%	3.3%	-13.6%	1.4%	-17.1%
NFG	March 2012 Customer & Load Migration	112,065	4,970,965	1,476	2,290,838	14,286	1,381,644	96,303	1,298,482
	Total Eligible	523,072	10,388,648	1,477	2,292,217	33,522	2,051,288	488,073	6,045,142
	% Customer and Load Migration	21.4%	47.8%	99.9%	99.9%	42.6%	67.4%	19.7%	21.5%
	March 2011 Customer & Load Migration	106,964	5,997,161	1,278	2,423,107	13,803	1,949,733	91,883	1,624,321
	% Change from March 2011	4.8%	-17.1%	15.5%	-5.5%	3.5%	-29.1%	4.8%	-20.1%
NFG	April 2012 Customer & Load Migration	113,368	4,023,667	1,464	1,838,114	14,355	1,166,952	97,549	1,018,601
	Total Eligible	523,916	7,919,292	1,465	1,839,305	33,408	1,607,052	489,043	4,472,935
	% Customer and Load Migration	21.6%	50.8%	99.9%	99.9%	43.0%	72.6%	19.9%	22.8%
	April 2011 Customer & Load Migration	107,439	4,908,511	1,219	2,353,693	13,899	1,319,445	92,321	1,235,372
	% Change from April 2011	5.5%	-18.0%	20.1%	-21.9%	3.3%	-11.6%	5.7%	-17.5%
NFG	May 2012 Customer & Load Migration	113,949	3,003,697	1,475	1,818,840	14,392	583,775	98,082	601,081
	Total Eligible	523,018	5,590,133	1,476	1,825,261	33,346	875,589	488,196	2,889,283
	% Customer and Load Migration	21.8%	53.7%	99.9%	99.6%	43.2%	66.7%	20.1%	20.8%
	May 2011 Customer & Load Migration	106,902	3,182,482	1,215	1,756,789	13,911	740,429	91,776	685,264
	% Change from May 2011	6.6%	-5.6%	21.4%	3.5%	3.5%	-21.2%	6.9%	-12.3%
NFG	June 2012 Customer & Load Migration	114,259	2,098,777	1,474	1,413,056	14,370	381,683	98,425	304,038
	Total Eligible	520,264	3,421,971	1,475	1,523,768	33,035	514,374	485,754	1,383,830
	% Customer and Load Migration	22.0%	61.3%	99.9%	92.7%	43.5%	74.2%	20.3%	22.0%
	June 2011 Customer & Load Migration	106,913	2,122,167	1,225	1,411,013	13,932	391,962	91,756	319,191
	% Change from June 2011	6.9%	-1.1%	20.3%	0.1%	3.1%	-2.6%	7.3%	-4.7%
NFG	July 2012 Customer & Load Migration	114,310	1,882,251	1,482	1,348,579	14,343	312,577	98,485	221,095
	Total Eligible	517,120	2,818,048	1,483	1,414,800	32,760	406,522	482,877	996,725
	% Customer and Load Migration	22.1%	66.8%	99.9%	95.3%	43.8%	76.9%	20.4%	22.2%
	July 2011 Customer & Load Migration	106,397	1,784,529	1,230	1,253,566	13,939	312,313	91,228	218,650
	% Change from July 2011	7.4%	5.5%	20.5%	7.6%	2.9%	0.1%	8.0%	1.1%
NFG	August 2012 Customer & Load Migration	114,101	1,839,588	1,477	1,313,080	14,345	312,846	98,279	213,660
	Total Eligible	515,445	2,954,033	1,478	1,601,035	32,613	402,221	481,354	950,776
	% Customer and Load Migration	22.1%	62.3%	99.9%	82.0%	44.0%	77.8%	20.4%	22.5%
	August 2011 Customer & Load Migration	106,145	1,629,844	1,234	1,077,522	13,965	309,859	90,946	200,439
	% Change from August 2011	7.5%	12.9%	19.7%	21.9%	2.7%	1.0%	8.1%	6.6%
NFG	September 2012 Customer & Load Migration	114,077	2,025,242	1,472	1,344,160	14,356	413,010	98,249	268,072
	Total Eligible	515,914	2,954,734	1,473	1,344,948	32,603	509,998	481,838	1,099,788
	% Customer and Load Migration	22.1%	68.5%	99.9%	99.9%	44.0%	81.0%	20.4%	24.4%
	September 2011 Customer & Load Migration	106,111	18,692,620	1,232	1,259,691	13,980	366,735	90,899	236,194
	% Change from September 2011	7.5%	-89.2%	19.5%	6.7%	2.7%	12.6%	8.1%	13.5%
NFG	October 2012 Customer & Load Migration	114,336	2,566,520	1,468	1,312,807	14,366	725,783	98,502	527,930
	Total Eligible	516,488	4,383,375	1,469	1,364,004	32,732	900,898	482,287	2,118,473
	% Customer and Load Migration	22.1%	58.6%	99.9%	96.2%	43.9%	80.6%	20.4%	24.9%
	October 2011 Customer & Load Migration	106,127	2,396,731	1,227	1,260,574	14,010	696,883	90,890	439,274
	% Change from October 2011	7.7%	7.1%	19.6%	4.1%	2.5%	4.1%	8.4%	20.2%
NFG	November 2012 Customer & Load Migration	114,797	3,923,508	1,454	1,683,687	14,435	1,283,508	98,908	956,314
	Total Eligible	519,198	7,219,888	1,455	1,736,858	33,214	1,620,330	484,529	3,862,701
	% Customer and Load Migration	22.1%	54.3%	99.9%	96.9%	43.5%	79.2%	20.4%	24.8%
	November 2011 Customer & Load Migration	106,221	3,467,790	1,224	1,647,185	14,042	1,030,494	90,955	790,111
	% Change from November 2011	8.1%	13.1%	18.8%	2.2%	2.8%	24.6%	8.7%	21.0%
NFG	December 2012 Customer & Load Migration	115,425	5,137,003	1,429	2,117,246	14,487	1,634,054	99,509	1,385,704
	Total Eligible	521,893	10,328,954	1,430	2,219,751	33,579	2,205,668	486,884	5,903,535
	% Customer and Load Migration	22.1%	49.7%	99.9%	95.4%	43.1%	74.1%	20.4%	23.5%
	December 2011 Customer & Load Migration	106,865	4,637,850	1,232	1,790,435	14,107	1,609,498	91,526	1,237,916
	% Change from December 2011	8.0%	10.8%	16.0%	18.3%	2.7%	1.5%	8.7%	11.9%

NFG	January 2013 Customer & Load Migration	115,888	6,110,336	1,423	2,202,140	14,508	2,081,668	99,957	1,826,528
	Total Eligible	522,381	13,009,493	1,424	2,202,278	33,697	2,890,872	487,260	7,916,342
	% Customer and Load Migration	22.2%	47.0%	99.9%	100.0%	43.1%	72.0%	20.5%	23.1%
	January 2012 Customer & Load Migration	107,622	5,827,323	1,471	2,158,933	14,114	1,998,252	92,037	1,670,138
	% Change from January 2012	7.7%	4.9%	-3.3%	2.0%	2.8%	4.2%	8.6%	9.4%
NFG	February 2013 Customer & Load Migration	116,428	6,815,935	1,429	2,706,388	14,527	2,163,177	100,472	1,946,370
	Total Eligible	524,170	14,357,623	1,430	2,808,193	33,745	3,059,744	488,995	8,489,686
	% Customer and Load Migration	22.2%	47.5%	99.9%	96.4%	43.0%	70.7%	20.5%	22.9%
	February 2012 Customer & Load Migration	108,774	5,999,348	1,476	2,505,083	14,154	1,893,884	93,144	1,600,380
	% Change from February 2012	7.0%	13.6%	-3.2%	8.0%	2.6%	14.2%	7.9%	21.6%
NFG	March 2013 Customer & Load Migration	116,937	6,343,388	1,430	2,457,118	14,619	2,054,990	100,888	1,831,280
	Total Eligible	524,136	13,433,363	1,431	2,569,989	33,833	2,914,412	488,872	7,948,963
	% Customer and Load Migration	22.3%	47.2%	99.9%	95.6%	43.2%	70.5%	20.6%	23.0%
	March 2012 Customer & Load Migration	112,065	4,970,965	1,476	2,290,838	14,286	1,381,644	96,303	1,298,482
	% Change from March 2012	4.3%	27.6%	-3.1%	7.3%	2.3%	48.7%	4.8%	41.0%
NFG	April 2013 Customer & Load Migration	117,582	5,188,825	1,316	2,356,566	14,805	1,417,898	101,461	1,414,361
	Total Eligible	527,607	10,887,003	1,317	2,387,269	34,337	2,113,184	491,553	6,386,550
	% Customer and Load Migration	22.3%	47.7%	99.9%	98.7%	43.1%	67.1%	20.6%	22.1%
	April 2012 Customer & Load Migration	113,368	4,023,667	1,464	1,838,114	14,355	1,166,952	97,549	1,018,601
	% Change from April 2012	3.7%	29.0%	-10.1%	28.2%	3.1%	21.5%	4.0%	38.9%
NFG	May 2013 Customer & Load Migration	118,199	3,150,646	1,313	1,833,813	14,828	670,363	102,058	646,469
	Total Eligible	525,558	5,684,214	1,314	1,834,055	33,816	964,565	490,428	2,885,593
	% Customer and Load Migration	22.5%	55.4%	99.9%	100.0%	43.8%	69.5%	20.8%	22.4%
	May 2012 Customer & Load Migration	113,949	3,003,697	1,475	1,818,840	14,392	583,775	98,082	601,081
	% Change from May 2012	3.7%	4.9%	-11.0%	0.8%	3.0%	14.8%	4.1%	7.6%
NFG	June 2013 Customer & Load Migration	118,261	2,200,115	1,321	1,370,399	14,924	424,878	102,016	404,838
	Total Eligible	522,038	3,815,094	1,322	1,386,987	33,365	589,369	487,351	1,838,737
	% Customer and Load Migration	22.7%	57.7%	99.9%	98.8%	44.7%	72.1%	20.9%	22.0%
	June 2012 Customer & Load Migration	114,269	2,098,777	1,474	1,413,056	14,370	381,683	98,425	304,038
	% Change from June 2012	3.5%	4.8%	-10.4%	-3.0%	3.9%	11.3%	3.6%	33.2%
NFG	July 2013 Customer & Load Migration	118,327	1,824,681	1,325	1,249,370	14,929	333,292	102,073	242,019
	Total Eligible	519,662	2,744,721	1,326	1,256,070	33,094	430,679	485,242	1,057,972
	% Customer and Load Migration	22.8%	66.5%	99.9%	99.5%	45.1%	77.4%	21.0%	22.9%
	July 2012 Customer & Load Migration	114,310	1,882,251	1,482	1,348,579	14,343	312,577	98,485	221,095
	% Change from July 2012	3.5%	-3.1%	-10.6%	-7.4%	4.1%	6.6%	3.6%	9.5%
NFG	August 2013 Customer & Load Migration	118,158	1,887,704	1,324	1,307,001	14,935	276,663	101,899	241,039
	Total Eligible	517,870	2,861,659	1,325	1,391,493	32,940	431,149	483,605	1,039,016
	% Customer and Load Migration	22.8%	66.0%	99.9%	93.9%	45.3%	64.2%	21.1%	23.2%
	August 2012 Customer & Load Migration	114,101	1,839,588	1,477	1,313,080	14,345	312,846	98,279	213,660
	% Change from August 2012	3.6%	2.6%	-10.4%	-0.5%	4.1%	-11.6%	3.7%	12.8%
NFG	September 2013 Customer & Load Migration	118,037	2,067,031	1,304	1,281,339	14,978	469,912	101,755	315,780
	Total Eligible	518,134	3,166,902	1,305	1,295,054	32,931	581,379	483,898	1,290,469
	% Customer and Load Migration	22.8%	65.3%	99.9%	98.9%	45.5%	80.8%	21.0%	24.5%
	September 2012 Customer & Load Migration	114,077	2,025,242	1,472	1,344,160	14,356	413,010	98,249	268,072
	% Change from September 2012	3.5%	2.1%	-11.4%	-4.7%	4.3%	13.8%	3.6%	17.8%
NFG	October 2013 Customer & Load Migration	117,955	2,504,162	1,274	1,333,843	15,030	724,195	101,651	446,124
	Total Eligible	517,580	3,898,127	1,274	1,333,843	33,008	867,513	483,298	1,696,772
	% Customer and Load Migration	22.8%	64.2%	100.0%	100.0%	45.5%	83.5%	21.0%	26.3%
	October 2012 Customer & Load Migration	114,336	2,566,520	1,468	1,312,807	14,366	725,783	98,502	527,930
	% Change from October 2012	3.2%	-2.4%	-13.2%	1.6%	4.6%	-0.2%	3.2%	-15.5%
NFG	November 2013 Customer & Load Migration	117,906	3,989,424	1,288	1,603,151	14,984	1,384,913	101,634	1,001,360
	Total Eligible	521,184	7,240,224	1,289	1,603,151	33,534	1,722,853	486,361	3,914,220
	% Customer and Load Migration	22.6%	55.1%	99.9%	100.0%	44.7%	80.4%	20.9%	25.6%
	November 2012 Customer & Load Migration	114,797	3,923,508	1,454	1,683,687	14,435	1,283,508	98,908	956,314
	% Change from November 2012	2.7%	1.7%	-11.4%	-4.8%	3.8%	7.9%	2.8%	4.7%
NFG	December 2013 Customer & Load Migration	118,248	6,277,834	1,308	2,332,097	15,072	2,116,606	101,868	1,829,130
	Total Eligible	524,250	12,931,391	1,309	2,332,097	33,890	2,860,120	489,051	7,739,172
	% Customer and Load Migration	22.6%	48.5%	99.9%	100.0%	44.5%	74.0%	20.8%	23.6%
	December 2012 Customer & Load Migration	115,425	5,137,003	1,429	2,117,246	14,487	1,634,054	99,509	1,385,704
	% Change from December 2012	2.4%	22.2%	-8.5%	10.1%	4.0%	29.5%	2.4%	32.0%
NFG	January 2014 Customer & Load Migration	115,888	6,110,336	1,423	2,202,140	14,508	2,081,668	99,957	1,826,528
	Total Eligible	522,381	13,009,493	1,424	2,202,278	33,697	2,890,872	487,260	7,916,342
	% Customer and Load Migration	22.2%	47.0%	99.9%	100.0%	43.1%	72.0%	20.5%	23.1%
	January 2013 Customer & Load Migration	118,713	7,809,393	1,315	2,773,869	175,164	2,688,327	102,234	2,347,196
	% Change from January 2013	-2.4%	-21.8%	8.2%	-20.6%	-91.7%	-22.6%	-2.2%	-22.2%

NFG	February 2014 Customer & Load Migration	119,137	8,404,169	1,372	3,437,430	15,158	2,582,084	102,607	2,384,655
	Total Eligible	526,689	17,495,999	1,373	3,437,430	34,084	3,727,945	491,232	10,330,624
	% Customer and Load Migration	22.6%	48.0%	99.9%	100.0%	44.5%	69.3%	20.9%	23.1%
	February 2013 Customer & Load Migration	116,428	6,815,935	1,429	2,706,388	14,527	2,163,177	100,472	1,946,370
	% Change from February 2013	2.3%	23.3%	-4.0%	27.0%	4.3%	19.4%	2.1%	22.5%
NFG	March 2014 Customer & Load Migration	119,260	7,726,310	1,376	3,029,535	15,175	2,461,148	102,709	2,235,627
	Total Eligible	527,940	16,223,319	1,377	3,029,535	34,207	3,529,587	492,356	9,664,198
	% Customer and Load Migration	22.6%	47.6%	99.9%	100.0%	44.4%	69.7%	20.9%	23.1%
	March 2013 Customer & Load Migration	116,937	6,343,388	1,430	2,457,118	14,619	2,054,990	100,888	1,831,280
	% Change from March 2013	2.0%	21.8%	-3.8%	23.3%	3.8%	19.8%	1.8%	22.1%
NFG	April 2014 Customer & Load Migration	119,502	5,881,808	1,395	2,938,010	15,240	1,479,922	102,867	1,463,875
	Total Eligible	530,213	11,676,817	1,396	2,938,010	34,324	2,205,883	494,493	6,532,922
	% Customer and Load Migration	22.5%	50.4%	99.9%	100.0%	44.4%	67.1%	20.8%	22.4%
	April 2013 Customer & Load Migration	117,582	5,188,825	1,316	2,356,566	14,805	1,417,898	101,461	1,414,361
	% Change from April 2013	1.6%	13.4%	6.0%	24.7%	2.9%	4.4%	1.4%	3.5%
NFG	May 2014 Customer & Load Migration	119,264	3,663,843	1,398	2,069,685	15,301	791,117	102,565	803,042
	Total Eligible	528,450	6,836,966	1,399	2,069,685	34,113	1,147,707	492,938	3,619,574
	% Customer and Load Migration	22.6%	53.6%	99.9%	100.0%	44.9%	68.9%	20.8%	22.2%
	May 2013 Customer & Load Migration	118,199	3,150,646	1,313	1,833,813	14,828	670,363	102,058	646,469
	% Change from May 2013	0.9%	16.3%	6.5%	12.9%	3.2%	18.0%	0.5%	24.2%
NFG	June 2014 Customer & Load Migration	118,559	2,464,803	1,401	1,687,087	15,262	419,221	101,896	358,495
	Total Eligible	523,944	3,894,370	1,402	1,687,087	33,654	586,443	488,888	1,620,840
	% Customer and Load Migration	22.6%	63.3%	99.9%	100.0%	45.3%	71.5%	20.8%	22.1%
	June 2013 Customer & Load Migration	118,261	2,200,115	1,321	1,370,399	14,924	424,878	102,016	404,838
	% Change from June 2013	0.3%	12.0%	6.1%	23.1%	2.3%	-1.3%	-0.1%	-11.4%
NFG	July 2014 Customer & Load Migration	118,115	1,995,219	1,405	1,395,912	15,287	348,737	101,423	250,571
	Total Eligible	521,266	2,927,705	1,406	1,395,912	33,390	450,578	486,470	1,081,215
	% Customer and Load Migration	22.7%	68.1%	99.9%	100.0%	45.8%	77.4%	20.8%	23.2%
	July 2013 Customer & Load Migration	118,327	1,824,681	1,325	1,249,370	14,929	333,292	102,073	242,019
	% Change from July 2013	-0.2%	9.3%	6.0%	11.7%	2.4%	4.6%	-0.6%	3.5%
NFG	August 2014 Customer & Load Migration	117,586	2,106,861	1,411	1,498,645	15,310	358,592	100,865	249,625
	Total Eligible	520,655	3,074,617	1,412	1,498,645	33,176	497,572	486,067	1,078,400
	% Customer and Load Migration	22.6%	68.5%	99.9%	100.0%	46.1%	72.1%	20.8%	23.1%
	August 2013 Customer & Load Migration	118,158	1,887,704	1,324	1,307,001	14,935	276,663	101,899	241,039
	% Change from August 2013	-0.5%	11.6%	6.6%	14.7%	2.5%	29.6%	-1.0%	3.6%
NFG	September 2014 Customer & Load Migration	117,075	2,182,439	1,421	1,466,338	15,337	421,181	100,317	294,921
	Total Eligible	520,399	3,249,803	1,421	1,466,338	33,241	536,412	485,737	1,247,054
	% Customer and Load Migration	22.5%	67.2%	100.0%	100.0%	46.1%	78.5%	20.7%	23.6%
	September 2013 Customer & Load Migration	118,037	2,067,031	1,304	1,281,339	101,755	315,780	14,978	469,912
	% Change from September 2013	-0.8%	5.6%	9.0%	14.4%	-84.9%	33.4%	569.8%	-37.2%
NFG	October 2014 Customer & Load Migration	116,689	2,687,329	1,438	1,491,910	15,327	713,158	99,924	482,261
	Total Eligible	520,680	4,259,363	1,438	1,491,910	33,208	875,730	486,034	1,891,722
	% Customer and Load Migration	22.4%	63.1%	100.0%	100.0%	46.2%	81.4%	20.6%	25.5%
	October 2013 Customer & Load Migration	117,955	2,504,162	1,274	1,333,843	15,030	724,195	101,651	446,124
	% Change from October 2013	-1.1%	7.3%	12.9%	11.9%	2.0%	-1.5%	-1.7%	8.1%
NFG	November 2014 Customer & Load Migration	116,361	4,170,535	1,246	1,818,409	15,703	1,352,255	99,412	999,870
	Total Eligible	522,627	7,522,117	1,246	1,818,409	34,027	1,704,689	487,354	3,999,018
	% Customer and Load Migration	22.3%	55.4%	100.0%	100.0%	46.1%	79.3%	20.4%	25.0%
	November 2013 Customer & Load Migration	117,906	3,989,424	1,288	1,603,151	14,984	1,384,913	101,634	1,001,360
	% Change from November 2013	-1.3%	4.5%	-3.3%	13.4%	4.8%	-2.4%	-2.2%	-0.1%
NFG	December 2014 Customer & Load Migration	116,960	5,756,429	1,300	2,242,879	15,700	1,859,401	99,960	1,654,148
	Total Eligible	526,737	12,023,845	1,300	2,242,879	34,488	2,576,454	490,949	7,204,511
	% Customer and Load Migration	22.2%	47.9%	100.0%	100.0%	45.5%	72.2%	20.4%	23.0%
	December 2013 Customer & Load Migration	118,248	6,277,834	1,308	2,332,097	15,072	2,116,606	101,868	1,829,130
	% Change from December 2013	-1.1%	-8.3%	-0.6%	-3.8%	4.2%	-12.2%	-1.9%	-9.6%
NFG	January 2015 Customer & Load Migration	117,173	7,338,949	1,299	2,621,004	15,717	2,536,316	100,157	2,181,629
	Total Eligible	526,277	15,490,439	1,299	2,621,004	34,559	3,491,805	490,419	9,377,630
	% Customer and Load Migration	22.3%	47.4%	100.0%	100.0%	45.5%	72.6%	20.4%	23.3%
	January 2014 Customer & Load Migration	118,713	7,809,393	1,315	2,773,869	15,164	2,688,327	102,234	2,347,196
	% Change from January 2014	-1.3%	-6.0%	-1.2%	-5.5%	3.6%	-5.7%	-2.0%	-7.1%
NFG	February 2015 Customer & Load Migration	117,479	6,182,842	1,317	3,241,629	15,661	448,383	100,501	2,492,830
	Total Eligible	527,772	15,724,759	1,317	3,241,629	34,621	1,607,748	491,834	10,875,382
	% Customer and Load Migration	22.3%	39.3%	100.0%	100.0%	45.2%	27.9%	20.4%	22.9%
	February 2014 Customer & Load Migration	119,137	8,404,169	1,372	3,437,430	15,158	2,582,084	102,607	2,384,655
	% Change from February 2014	-1.4%	-26.4%	-4.0%	-5.7%	3.3%	-82.6%	-2.1%	4.5%

NFG	March 2015 Customer & Load Migration	117,309	7,839,462	1,329	3,328,960	15,624	2,334,167	100,356	2,176,336
	Total Eligible	529,306	16,547,512	1,329	3,328,960	34,706	3,439,384	493,271	9,779,169
	% Customer and Load Migration	22.2%	47.4%	100.0%	100.0%	45.0%	67.9%	20.3%	22.3%
	March 2014 Customer & Load Migration	119,260	7,726,310	1,376	3,029,535	15,175	2,461,148	102,709	2,235,627
	% Change from March 2014	-1.6%	1.5%	-3.4%	9.9%	3.0%	-5.2%	-2.3%	-2.7%
NFG	April 2015 Customer & Load Migration	117,565	5,563,119	1,317	2,855,475	15,592	1,363,711	100,656	1,343,933
	Total Eligible	531,468	11,003,427	1,317	2,855,475	34,817	2,033,146	495,334	6,114,806
	% Customer and Load Migration	22.1%	50.6%	100.0%	100.0%	44.8%	67.1%	20.3%	22.0%
	April 2014 Customer & Load Migration	119,502	5,881,808	1,395	2,938,010	15,240	1,479,922	102,867	1,463,875
	% Change from April 2014	-1.6%	-5.4%	-5.6%	-2.8%	2.3%	-7.9%	-2.1%	-8.2%
NFG	May 2015 Customer & Load Migration	116,890	3,322,688	1,316	1,989,938	15,571	656,913	100,003	675,836
	Total Eligible	531,114	6,159,190	1,316	1,989,938	34,754	986,143	495,044	3,183,109
	% Customer and Load Migration	22.0%	53.9%	100.0%	100.0%	44.8%	66.6%	20.2%	21.2%
	May 2014 Customer & Load Migration	119,264	3,667,373	1,398	2,071,679	15,301	791,879	102,565	803,815
	% Change from May 2014	-2.0%	-9.4%	-5.9%	-3.9%	1.8%	-17.0%	-2.5%	-15.9%
NFG	June 2015 Customer & Load Migration	116,230	2,396,577	1,301	1,614,031	15,520	412,228	99,409	370,318
	Total Eligible	526,146	3,907,300	1,301	1,614,031	34,062	586,055	490,783	1,707,214
	% Customer and Load Migration	22.1%	61.3%	100.0%	100.0%	45.6%	70.3%	20.3%	21.7%
	June 2014 Customer & Load Migration	118,559	2,464,803	1,401	1,687,087	15,262	419,221	101,896	358,495
	% Change from June 2014	-2.0%	-2.8%	-7.1%	-4.3%	1.7%	-1.7%	-2.4%	3.3%
NFG	July 2015 Customer & Load Migration	115,720	2,083,100	1,334	1,496,160	15,484	332,289	98,902	254,650
	Total Eligible	524,139	3,078,234	1,334	1,496,160	33,772	443,095	489,033	1,138,978
	% Customer and Load Migration	22.1%	67.7%	100.0%	100.0%	45.8%	75.0%	20.2%	22.4%
	July 2014 Customer & Load Migration	118,115	1,995,219	1,405	1,395,912	15,287	348,737	101,423	250,571
	% Change from July 2014	-2.0%	4.4%	-5.1%	7.2%	1.3%	-4.7%	-2.5%	1.6%
NFG	August 2015 Customer & Load Migration	115,194	2,204,070	1,336	1,641,058	15,451	325,906	98,407	237,106
	Total Eligible	524,194	3,123,414	1,336	1,641,058	33,623	426,260	489,235	1,056,096
	% Customer and Load Migration	22.0%	70.6%	100.0%	100.0%	46.0%	76.5%	20.1%	22.5%
	August 2014 Customer & Load Migration	117,586	2,106,861	1,411	1,498,645	15,310	358,592	100,865	249,625
	% Change from August 2014	-2.0%	4.6%	-5.3%	9.5%	0.9%	-9.1%	-2.4%	-5.0%
NFG	September 2015 Customer & Load Migration	113,883	2,130,414	1,349	1,532,309	15,413	356,350	97,121	241,755
	Total Eligible	522,181	3,104,047	1,349	1,532,309	33,419	464,929	487,413	1,106,809
	% Customer and Load Migration	21.8%	68.6%	100.0%	100.0%	46.1%	76.6%	19.9%	21.8%
	September 2014 Customer & Load Migration	117,075	2,182,439	1,421	1,466,338	15,337	421,181	100,317	294,921
	% Change from September 2014	-2.7%	-2.4%	-5.1%	4.5%	0.5%	-15.4%	-3.2%	-18.0%
NFG	October 2015 Customer & Load Migration	113,764	2,731,781	1,334	1,547,361	15,405	717,719	97,025	466,700
	Total Eligible	522,826	4,348,335	1,334	1,547,361	33,626	885,333	487,866	1,915,640
	% Customer and Load Migration	21.8%	62.8%	100.0%	100.0%	45.8%	81.1%	19.9%	24.4%
	October 2014 Customer & Load Migration	116,689	2,687,329	1,438	1,491,910	15,327	713,158	99,924	482,261
	% Change from October 2014	-2.5%	1.7%	-7.2%	3.7%	0.5%	0.6%	-2.9%	-3.2%
NFG	November 2015 Customer & Load Migration	113,657	3,652,891	1,331	1,891,165	15,346	1,000,707	96,980	761,019
	Total Eligible	526,049	6,473,463	1,331	1,891,165	34,029	1,309,024	490,689	3,273,274
	% Customer and Load Migration	21.6%	56.4%	100.0%	100.0%	45.1%	76.4%	19.8%	23.2%
	November 2014 Customer & Load Migration	116,361	4,170,535	1,246	1,818,409	15,703	1,352,255	99,412	999,870
	% Change from November 2014	-2.3%	-12.4%	6.8%	4.0%	-2.3%	-26.0%	-2.4%	-23.9%
NFG	December 2015 Customer & Load Migration	113,473	4,537,872	1,330	1,980,401	15,424	1,363,614	96,719	1,193,857
	Total Eligible	528,195	9,302,404	1,330	1,980,401	34,490	1,912,243	492,375	5,409,760
	% Customer and Load Migration	21.5%	48.8%	100.0%	100.0%	44.7%	71.3%	19.6%	22.1%
	December 2014 Customer & Load Migration	116,960	5,756,429	1,300	2,242,879	15,700	1,859,401	99,960	1,654,148
	% Change from December 2014	-3.0%	-21.2%	2.3%	-11.7%	-1.8%	-26.7%	-3.2%	-27.8%
NFG	January 2016 Customer & Load Migration	113,291	6,066,768	1,331	2,217,789	15,482	2,127,474	96,478	1,721,506
	Total Eligible	528,817	12,865,112	1,331	2,217,789	34,760	2,929,468	492,726	7,717,855
	% Customer and Load Migration	21.4%	47.2%	100.0%	100.0%	44.5%	72.6%	19.6%	22.3%
	January 2015 Customer & Load Migration	117,173	7,338,949	1,299	2,621,004	15,717	2,536,316	100,157	2,181,629
	% Change from January 2015	-3.3%	-17.3%	2.5%	-15.4%	-1.5%	-16.1%	-3.7%	-21.1%
NFG	February 2016 Customer & Load Migration	113,143	6,660,754	1,361	2,823,202	15,411	2,062,624	96,371	1,774,929
	Total Eligible	530,247	13,952,609	1,361	2,823,202	35,011	2,976,334	493,875	8,153,073
	% Customer and Load Migration	21.3%	47.7%	100.0%	100.0%	44.0%	69.3%	19.5%	21.8%
	February 2015 Customer & Load Migration	117,479	6,182,842	1,317	3,241,629	15,661	448,383	100,501	2,492,830
	% Change from February 2015	-3.7%	7.7%	3.3%	-12.9%	-1.6%	360.0%	-4.1%	-28.8%
NFG	March 2016 Customer & Load Migration	112,618	5,990,229	1,381	2,710,493	15,343	1,716,417	95,894	1,563,318
	Total Eligible	531,975	12,533,167	1,381	2,710,493	35,218	2,551,536	495,376	7,271,138
	% Customer and Load Migration	21.2%	47.8%	100.0%	100.0%	43.6%	67.3%	19.4%	21.5%
	March 2015 Customer & Load Migration	177,309	7,839,462	1,329	3,328,960	15,624	2,334,167	100,356	2,176,336
	% Change from March 2015	-36.5%	-23.6%	3.9%	-18.6%	-1.8%	-26.5%	-4.4%	-28.2%

NFG	April 2016 Customer & Load Migration	111,955	5,546,240	1,377	2,888,128	15,285	1,391,481	95,293	1,266,631
	Total Eligible	532,645	10,856,306	1,377	2,888,128	35,457	2,028,226	495,811	5,939,952
	% Customer and Load Migration	21.0%	51.1%	100.0%	100.0%	43.1%	68.6%	19.2%	21.3%
	April 2015 Customer & Load Migration	117,565	5,563,119	1,317	2,855,475	15,592	1,363,711	100,656	1,343,933
	% Change from April 2015	-4.8%	-0.3%	4.6%	1.1%	-2.0%	2.0%	-5.3%	-5.8%
NFG	May 2016 Customer & Load Migration	109,764	2,953,427	1,331	1,735,329	14,735	515,105	93,698	702,993
	Total Eligible	524,253	6,144,952	1,331	1,735,329	34,248	930,394	488,674	3,479,229
	% Customer and Load Migration	20.9%	48.1%	100.0%	100.0%	43.0%	55.4%	19.2%	20.2%
	May 2015 Customer & Load Migration	116,890	3,322,688	1,316	1,989,938	15,571	656,913	100,003	675,836
	% Change from May 2015	-6.1%	-11.1%	1.1%	-12.8%	-5.4%	-21.6%	-6.3%	4.0%
NFG	June 2016 Customer & Load Migration	110,555	2,277,307	1,179	1,477,587	15,032	396,176	94,344	306,016
	Total Eligible	529,565	3,470,176	1,179	1,575,114	34,578	525,298	493,808	1,369,762
	% Customer and Load Migration	20.9%	65.6%	100.0%	93.8%	43.5%	75.4%	19.1%	22.3%
	June 2015 Customer & Load Migration	116,230	2,396,577	1,301	1,614,031	15,520	412,228	99,409	370,318
	% Change from June 2015	-4.9%	-5.0%	-9.4%	-8.5%	-3.1%	-3.9%	-5.1%	-17.4%