



August 22, 2016

VIA EMAIL

Hon. Kathleen H. Burgess,
Secretary
New York State Department of Public Service
3 Empire State Plaza - 19th Floor
Albany, NY 12223

RE: **CASE 12-M-0476** – Proceeding on Motion of the Commission to Assess Certain Aspects of the Residential and Small Non-residential Retail Energy Markets in New York State.

CASE 98-M-1343 – In the Matter of Retail Access Business Rules.

CASE 06-M-0647 – In the Matter of Energy Service Company Price Reporting Requirements.

CASE 98-M-0667 – In the Matter of Electronic Data Exchange

Dear Secretary Burgess:

In compliance with Ordering Clause 3 of the New York Public Service Commission's ("Commission") *Order Regarding the Provision of Service to Low-Income Customers by Energy Service Companies* issued and effective on July 15, 2016 ("Moratorium Order") in the above referenced cases. National Fuel Gas Distribution Corporation submits the attached letter for Department of Public Service Staff review. The Commission directed the instant filing within 30 days of the effective date of the Moratorium Order, however, on August 15, 2016 you granted an extension to August 22, 2016 in response to a utility petition.

Please contact the undersigned at (716) 857-7884 if you have any questions regarding this filing.

Respectfully submitted,

A handwritten signature in blue ink, appearing to read "Michael E. Novak".

Michael E. Novak
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Assistant General Manager,
Rates & Regulatory Affairs
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National Fuel

Dear Valued Customer:

The New York State Public Service Commission (NYSPSC), the state regulator for New York utilities, is directing changes for consumers enrolled in utility low-income programs.** The NYSPSC now prevents energy service companies, or ESCOs as they are commonly known, from signing up customers participating in utility low-income assistance programs, and requires the return of those customers they have already signed up to the local utility.

What does this mean for you?

Under the Order, energy marketers, or ESCOs, will no longer be allowed to provide natural gas supplies to customers that participate in a utility's low-income program. As a low-income program participant purchasing your natural gas from an ESCO, you will be returned to utility sales service at the expiration of your contract term as explained below.

When will I be switched back to National Fuel?

If you are currently in a month-to-month contract, the expiration of the contract is at the end of your next billing period and you will be returned to utility sales service within one to two billing periods with no interruption of service.

If, however, you are under contract for a longer period, the switch will occur at the expiration of your existing contract.

Will my natural gas service be interrupted during the switch?

No. This change will not cause any interruption to your natural gas service.

What do I need to do next?

Nothing. National Fuel will automatically make this change in gas supply for you. Nothing else about your account will change.

If you have any questions, please call us at 1-800-365-3234, Monday through Friday, 7 a.m. to 6 p.m.

Sincerely,

National Fuel Gas Distribution Corporation Customer Service

**On page 6 of its July 15, 2016 Order in Case 12-M-0476 et al. - Order Regarding the Provision of Service to Low-Income Customers by Energy Service Companies ("Order"), the New York Public Service Commission has stated that "additional restructuring is necessary to further protect consumers, particularly those enrolled in utility low-income programs."