

July 11, 2014

Hon. Kathleen H. Burgess
Secretary to the Commission
New York State Department of Public Service
Three Empire State Plaza
Albany, NY 12223-1350

Dear Honorable Burgess:

In compliance with the Commission's ruling in Case 13-G-0016, attached please find information related to the implementation of National Fuel Gas Distribution's ("National Fuel") Electronic Deferred Payment Agreement ("e-DPA") Pilot. The report covers the period May 15, 2013, when the e-DPA Pilot was implemented, through June 30, 2014. A total of 12,676 e-DPAs were initiated during this time period.

The first section of the attached document, "DPAs Made by Month (PSC)", provides the number of e-DPAs and traditional DPAs that were created each month since National Fuel implemented the e-DPA Pilot. The report shows that since September 2013, more than 62% of the National Fuel customers that entered into a negotiated DPA each month utilized the e-DPA process. Since the implementation of the e-DPA Pilot, over 60% of the negotiated DPAs were e-DPAs.

The second section of the document, "DPA Status Summary (PSC)", has the status of these DPA's as of July 1, 2014. A row below each section provides the total active DPAs as of this date. National Fuel considers a DPA to be active if it is in Pending, Active, or Defaulted status. The status definitions can be found in the section with the description "Status Definitions (PSC)". It should be noted that, on a percentage basis, there are more Active e-DPAs (60.9%) than traditional DPAs (47.3%). Based on the definitions provided, as well as the difference in how a DPA is signed, it is necessary to combine the Canceled and Customer Refused categories when comparing the traditional DPAs to the e-DPAs. The combined results show that 22.0% of the traditional DPAs are in Canceled status compared to 21.1% of the e-DPAs in either Canceled (13.8%) or Customer Refused (7.4%) status. An e-DPA is coded Customer Refused when a customer declines the e-DPA or fails to go online to accept the e-DPA.

The third section of the report, "e-DPA Survey Results (PSC)", provides the results of the surveys that were made available to every customer who went through the e-DPA process. There have been 1,124 survey responses through June 30, 2014 which represents 8.9% of the customers who utilized the e-DPA option. Highlights of the survey are as follows:

1. Providing Income and Expense: Over 92% replied Very Easy or Easy
2. Accepting the e-DPA using the internet: Over 94% replied Very Easy or Easy
3. Overall satisfaction of e-DPA process: Over 96% replied Very Satisfied or Satisfied
4. Almost 35% of the respondents replied that they have had to go to a National Fuel office in the past to sign a DPA.
 - a. Less than 3% of these respondents preferred going to a National Fuel office.

Department of Public Service Staff requested National Fuel to provide the following information to be consistent with the standard collections report:


1. Active DPA's At The Beginning Of The Period
2. Deferred Payment Agreements Made
3. Deferred Payment Agreements Reinstated
4. Deferred Payment Agreements Defaulted
5. Deferred Payment Agreements Satisfied
6. Active DPA's At The End Of The Period
7. Percent Of DPA's In Arrears > 60 Days

In response to Staff's request, National Fuel has provided a breakdown of the required information segregated by traditional DPAs and e-DPAs.

1. We started with zero active DPAs on May 15, 2013 since we are using a reporting period span where we are trying to compare the overall results of the traditional DPA process with the results of the new e-DPA process. We will continue to use May 15, 2013 as the starting date for these reports through the ending date for each quarter.
2. The number of new DPAs made, by month, can be found in the first section of the attached report.
3. The number of reinstated DPAs made, by month, can also be found in the first section of the attached report. The sum of the new and reinstated DPAs is also provided.
4. The number of defaulted DPAs can be found in the second section of the attached report on the "Defaulted" lines.
5. The number of satisfied DPAs can be found on the "Paid" lines found in the second section of the attached report.
6. The number of Active DPAs can be found on the "Total Active (Pending, Active, Defaulted)" lines found in the second section of the attached report.
7. The Percent of Defaulted DPAs in Arrears > 60 Days is reported in National Fuel's monthly Collection Activity report. This figure represents the percent of residential customers who are behind on paying their bills for more than one month that have an active DPA. The figure does not represent how many customers with an active DPA are more than 60 days behind on their DPA. As such, we are unable to provide this figure solely for customers that have entered into traditional DPAs or e-DPAs.

If you have any questions concerning the attachment, please do not hesitate to call me at (716) 857-7840 or E-mail me at FigliottiP@natfuel.com.

Sincerely,



Perry Figliotti
Senior Manager
Consumer Business

Attachments

Cc: Martin Insogna
Leonard Silverstein

National Fuel Gas Distribution Corporation
Electronic (e-DPAs) and Traditional DPAs May 15, 2013 - June 30, 2014 as of 7/1/2014
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<u>Month</u>	<u>New e-DPAs</u>		<u>Reinstated e-DPAs</u>		<u>Total e-DPAs</u>		<u>New Traditional DPAs</u>		<u>Reinstated Traditional DPAs</u>		<u>Total Traditional DPAs</u>		<u>Total DPAs</u>		<u>Percent Electronic</u>
	<u>Customers</u>	<u>Dollars</u>	<u>Customers</u>	<u>Dollars</u>	<u>Customers</u>	<u>Dollars</u>	<u>Customers</u>	<u>Dollars</u>	<u>Customers</u>	<u>Dollars</u>	<u>Customers</u>	<u>Dollars</u>	<u>Customers</u>	<u>Dollars</u>	
May 2013	165	\$116,165	2	\$1,893	167	\$118,058	537	\$434,992	43	\$62,088	580	\$497,080	747	615,138	22.4%
Jun 2013	348	229,538	6	5,016	354	234,553	1,175	923,591	72	84,633	1,247	1,008,225	1,601	1,242,778	22.1%
Jul 2013	597	285,818	8	4,009	605	289,827	1,039	762,737	86	89,185	1,125	851,922	1,730	1,141,749	35.0%
Aug 2013	951	457,519	10	7,060	961	464,580	681	393,380	116	118,651	797	512,031	1,758	976,610	54.7%
Sep 2013	896	447,170	10	5,753	906	452,923	452	277,363	77	72,092	529	349,455	1,435	802,378	63.1%
Oct 2013	816	379,000	14	10,797	830	389,797	429	291,877	69	69,036	498	360,913	1,328	750,710	62.5%
Nov 2013	521	246,097	7	3,883	528	249,980	203	131,539	56	52,377	259	183,916	787	433,896	67.1%
Dec 2013	334	172,306	9	4,393	343	176,699	67	56,762	23	31,018	90	87,780	433	264,479	79.2%
Jan 2014	358	202,715	4	4,371	362	207,086	71	52,599	24	23,900	95	76,499	457	283,585	79.2%
Feb 2014	442	321,334	3	2,154	445	323,488	90	73,800	24	45,855	114	119,655	559	443,144	79.6%
Mar 2014	1,134	917,125	4	3,141	1,138	920,266	251	238,633	39	66,834	290	305,467	1,428	1,225,733	79.7%
Apr 2014	2,009	1,766,721	8	6,596	2,017	1,773,317	717	703,561	81	134,751	798	838,312	2,815	2,611,629	71.7%
May 2014	2,172	1,712,903	18	20,152	2,190	1,733,055	1,005	1,084,845	111	151,500	1,116	1,236,345	3,306	2,969,400	66.2%
Jun 2014	1,808	1,285,332	22	26,971	1,830	1,312,304	764	748,448	82	117,928	846	866,376	2,676	2,178,680	68.4%
Jul 2014															
Aug 2014															
Sep 2014															
Oct 2014															
Total	12,551	\$8,539,742	125	\$106,189	12,676	\$8,645,931	7,481	\$6,174,127	903	\$1,119,850	8,384	\$7,293,977	21,060	\$15,939,908	60.2%

National Fuel Gas Distribution Corporation
Electronic (e-DPAs) and Traditional DPAs May 15, 2013 - June 30, 2014 as of 7/1/2014
Case 13-G-0016

<u>Agreement Type and Status</u>	<u>Number of Agreements</u>	<u>Agreement Amount</u>	<u>Percent of Agreements</u>	<u>Percent of Agree Amount</u>
<u>Electronic DPA (e-DPA)</u>				
Pending	202	\$153,080	1.6%	1.8%
Active	5,463	4,156,930	43.1%	48.1%
Defaulted	2,054	1,354,967	16.2%	15.7%
Canceled (see definition)	1,745	1,148,120	13.8%	13.3%
Paid	1,159	390,451	9.1%	4.5%
Operator Canceled (LICAAP,DSS, etc)	41	52,144	0.3%	0.6%
Operator Canceled (Other)	224	169,197	1.8%	2.0%
Customer Refused (see definition)	934	683,830	7.4%	7.9%
Final Billed	854	537,212	6.7%	6.2%
Total	12,676	\$8,645,931	100.0%	100.0%
Total "Active" (Pending, Active, Defaulted)	7,719	\$5,664,976	60.9%	65.5%
<u>Traditional DPA</u>				
Pending	9	\$8,569	0.1%	0.1%
Active	2,933	3,034,257	35.0%	41.6%
Defaulted	1,022	870,975	12.2%	11.9%
Canceled (see definition)	1,847	1,601,539	22.0%	22.0%
Paid	1,101	466,162	13.1%	6.4%
Operator Canceled (LICAAP,DSS, etc)	125	142,983	1.5%	2.0%
Operator Canceled (Other)	445	395,536	5.3%	5.4%
Final Billed	902	773,955	10.8%	10.6%
Total	8,384	\$7,293,977	100.0%	100.0%
Total "Active" (Pending, Active, Defaulted)	3,964	\$3,913,801	47.3%	53.7%
<u>Total</u>				
Pending	211	\$161,649	1.0%	1.0%
Active	8,396	7,191,187	39.9%	45.1%
Defaulted	3,076	2,225,942	14.6%	14.0%
Canceled (see definition)	3,592	2,749,659	17.1%	17.3%
Paid	2,260	856,613	10.7%	5.4%
Operator Canceled (LICAAP,DSS, etc)	166	195,127	0.8%	1.2%
Operator Canceled (Other)	669	564,733	3.2%	3.5%
Customer Refused (see definition)	934	683,830	4.4%	4.3%
Final Billed	1,756	1,311,167	8.3%	8.2%
Total	21,060	\$15,939,908	100.0%	100.0%
Total "Active" (Pending, Active, Defaulted)	11,683	\$9,578,778	55.5%	60.1%

<u>Agreement Status</u>	<u>Description</u>
Pending	A DPA that is waiting for customer acceptance (if an e-DPA) and/or customer payment.
Active	A DPA where the customer is current with their payment per the terms of the DPA.
Defaulted	A DPA where the customer is one or more months behind in their monthly payments per the terms of the DPA. Also includes DPAs where the customer failed to make the required down payment for a signed, traditional DPA prior to billing or an e-DPA customer who accepted their DPA but failed to make the necessary down payment.
Canceled	The DPA status is updated to Canceled when a disconnection order is available for the field for a customer that had a DPA in Pending or Defaulted status. Exception: An e-DPA that was not accepted on the web (even if down payment made) will go to Customer Refused when the disconnection order is available.
Paid	The DPA amount has been paid or satisfied.
Operator Canceled (LICAAP, DSS)	A DPA that has been canceled by an NFG representative because the customer has been moved into a program such as LICAAP or direct voucher where the DPA is no longer applicable or allowed. LICAAP and DSS customers are not categorized as being on a DPA, although LICAAP participation is a "super" deferred payment agreement in which the customer pays a reduced monthly bill and receives 1/24th debt forgiveness on their arrears for timely payments.
Operator Canceled (Other)	A DPA where an NFG representative canceled a DPA because the customer (e.g. change in I&E) or outside agency (e.g. PSC) has requested a new DPA for this customer.
Customer Refused	An e-DPA where the customer failed to electronically accept the DPA or declined the DPA by the acceptance date and the account is billed or a disconnection field order is generated.
Final Billed	The account has been final billed. Customer is eligible for a new DPA for their new account.

National Fuel Gas Distribution Corporation
Survey Results for Electronic Deferred Payment Agreements Since May 15, 2013 as of 7/1/2014
Case 13-G-0016

Question 1: How would you rate the process of providing income and expense information to the National Fuel representative?

<u>Response</u>	<u>Score</u>	<u>May</u> <u>2013</u>	<u>Jun</u> <u>2013</u>	<u>Jul</u> <u>2013</u>	<u>Aug</u> <u>2013</u>	<u>Sep</u> <u>2013</u>	<u>Oct</u> <u>2013</u>	<u>Nov</u> <u>2013</u>	<u>Dec</u> <u>2013</u>	<u>Jan</u> <u>2014</u>	<u>Feb</u> <u>2014</u>	<u>Mar</u> <u>2014</u>	<u>Apr</u> <u>2014</u>	<u>May</u> <u>2014</u>	<u>Jun</u> <u>2014</u>	<u>Jul</u> <u>2014</u>	<u>Aug</u> <u>2014</u>	<u>Sep</u> <u>2014</u>	<u>Oct</u> <u>2014</u>	<u>Total</u>	<u>Percent</u>	<u>Cumulative</u> <u>Percent</u>
Very Easy	1	17	17	22	49	39	58	32	24	28	30	61	132	140	98					747	66.5%	66.5%
Easy	2	9	11	10	19	25	16	10	11	8	10	36	54	40	29					288	25.6%	92.1%
Average	3	2	2	7	2	4	6	8	3	0	1	7	10	13	8					73	6.5%	98.6%
Difficult	4	1	1	1	0	2	0	0	0	0	0	2	0	2	2					11	1.0%	99.6%
Very Difficult	5	0	0	0	0	0	0	0	0	0	0	0	0	0	1					1	0.1%	99.6%
Don't Know		0	0	0	0	0	0	0	0	0	0	0	1	3	0					4	0.4%	<u>100.0%</u>
Total		29	31	40	70	70	80	50	38	36	41	106	197	198	138	0	0	0	0	1,124	100.0%	
Average		1.55	1.58	1.68	1.33	1.56	1.35	1.52	1.45	1.22	1.29	1.53	1.38	1.37	1.40					1.42		

Question 2: How would you rate the process to Accept or Decline the payment agreement using the internet?

<u>Response</u>	<u>Score</u>	<u>May</u> <u>2013</u>	<u>Jun</u> <u>2013</u>	<u>Jul</u> <u>2013</u>	<u>Aug</u> <u>2013</u>	<u>Sep</u> <u>2013</u>	<u>Oct</u> <u>2013</u>	<u>Nov</u> <u>2013</u>	<u>Dec</u> <u>2013</u>	<u>Jan</u> <u>2014</u>	<u>Feb</u> <u>2014</u>	<u>Mar</u> <u>2014</u>	<u>Apr</u> <u>2014</u>	<u>May</u> <u>2014</u>	<u>Jun</u> <u>2014</u>	<u>Jul</u> <u>2014</u>	<u>Aug</u> <u>2014</u>	<u>Sep</u> <u>2014</u>	<u>Oct</u> <u>2014</u>	<u>Total</u>	<u>Percent</u>	
Very Easy	1	19	20	28	55	45	58	33	25	26	31	71	147	135	100					793	70.6%	70.6%
Easy	2	7	8	7	12	23	17	14	11	8	9	29	43	45	33					266	23.7%	94.2%
Average	3	2	2	3	2	2	3	3	1	0	1	5	6	11	4					45	4.0%	98.2%
Difficult	4	0	0	1	0	0	1	0	1	1	0	1	1	5	0					11	1.0%	99.2%
Very Difficult	5	1	1	0	1	0	1	0	0	1	0	0	0	0	1					6	0.5%	99.7%
Don't Know		0	0	1	0	0	0	0	0	0	0	0	0	2	0					3	0.3%	<u>100.0%</u>
Total		29	31	40	70	70	80	50	38	36	41	106	197	198	138	0	0	0	0	1,124	100.0%	
Average		1.52	1.52	1.41	1.29	1.39	1.38	1.40	1.42	1.42	1.27	1.40	1.29	1.42	1.33					1.37		

Question 3: How satisfied were you with the overall process to obtain your Deferred Payment Agreement?

<u>Response</u>	<u>Score</u>	<u>May</u> <u>2013</u>	<u>Jun</u> <u>2013</u>	<u>Jul</u> <u>2013</u>	<u>Aug</u> <u>2013</u>	<u>Sep</u> <u>2013</u>	<u>Oct</u> <u>2013</u>	<u>Nov</u> <u>2013</u>	<u>Dec</u> <u>2013</u>	<u>Jan</u> <u>2014</u>	<u>Feb</u> <u>2014</u>	<u>Mar</u> <u>2014</u>	<u>Apr</u> <u>2014</u>	<u>May</u> <u>2014</u>	<u>Jun</u> <u>2014</u>	<u>Jul</u> <u>2014</u>	<u>Aug</u> <u>2014</u>	<u>Sep</u> <u>2014</u>	<u>Oct</u> <u>2014</u>	<u>Total</u>	<u>Percent</u>	
Very Satisfied	1	22	24	24	61	51	65	40	26	31	33	83	157	155	103					875	77.8%	77.8%
Satisfied	2	7	7	12	8	16	12	9	11	4	7	22	32	32	27					206	18.3%	96.2%
Neutral	3	0	0	3	1	3	1	1	1	1	1	1	7	5	4					29	2.6%	98.8%
Dissatisfied	4	0	0	0	0	0	0	0	0	0	0	0	1	3	1					5	0.4%	99.2%
Very Dissatisfied	5	0	0	1	0	0	2	0	0	0	0	0	0	0	2					5	0.4%	99.6%
Don't Know		0	0	0	0	0	0	0	0	0	0	0	0	3	1					4	0.4%	<u>100.0%</u>
Total		29	31	40	70	70	80	50	38	36	41	106	197	198	138	0	0	0	0	1,124	100.0%	
Average		1.24	1.23	1.55	1.14	1.31	1.28	1.22	1.34	1.17	1.22	1.23	1.25	1.26	1.34					1.27		

National Fuel Gas Distribution Corporation
Survey Results for Electronic Deferred Payment Agreements Since May 15, 2013 as of 7/1/2014
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Question 4: Have you had to go to a National Fuel office in the past to sign a payment agreement?

<u>Response</u>	<u>May 2013</u>	<u>Jun 2013</u>	<u>Jul 2013</u>	<u>Aug 2013</u>	<u>Sep 2013</u>	<u>Oct 2013</u>	<u>Nov 2013</u>	<u>Dec 2013</u>	<u>Jan 2014</u>	<u>Feb 2014</u>	<u>Mar 2014</u>	<u>Apr 2014</u>	<u>May 2014</u>	<u>Jun 2014</u>	<u>Jul 2014</u>	<u>Aug 2014</u>	<u>Sep 2014</u>	<u>Oct 2014</u>	<u>Total</u>
Yes	9	10	9	23	29	31	20	18	15	11	38	58	75	46					392
No	19	20	29	41	38	36	24	17	20	28	62	124	107	80					645
Don't Know	1	1	2	6	3	13	6	3	1	2	6	15	16	12					87
Total	29	31	40	70	70	80	50	38	36	41	106	197	198	138	0	0	0	0	1,124
Yes	31.0%	32.3%	22.5%	32.9%	41.4%	38.8%	40.0%	47.4%	41.7%	26.8%	35.8%	29.4%	37.9%	33.3%					34.9%
No	65.5%	64.5%	72.5%	58.6%	54.3%	45.0%	48.0%	44.7%	55.6%	68.3%	58.5%	62.9%	54.0%	58.0%					57.4%
Don't Know	3.4%	3.2%	5.0%	8.6%	4.3%	16.3%	12.0%	7.9%	2.8%	4.9%	5.7%	7.6%	8.1%	8.7%					7.7%

Question 5: If the answer to question 4 is Yes, how would you compare having to go to a National Fuel office for a payment agreement to using a phone and the internet for a payment agreement?

<u>Response</u>	<u>May 2013</u>	<u>Jun 2013</u>	<u>Jul 2013</u>	<u>Aug 2013</u>	<u>Sep 2013</u>	<u>Oct 2013</u>	<u>Nov 2013</u>	<u>Dec 2013</u>	<u>Jan 2014</u>	<u>Feb 2014</u>	<u>Mar 2014</u>	<u>Apr 2014</u>	<u>May 2014</u>	<u>Jun 2014</u>	<u>Jul 2014</u>	<u>Aug 2014</u>	<u>Sep 2014</u>	<u>Oct 2014</u>	<u>Total</u>
Prefer Office	1	1	3	1	2	1	1	0	0	1	1	2	10	3					27
No Preference	2	2	1	4	4	5	2	2	3	2	4	10	9	9					59
Prefer phone/web	16	17	18	39	37	51	33	26	24	17	62	92	101	70					603
Not Applicable	10	11	18	26	27	23	14	10	9	21	39	93	78	56					435
Total	29	31	40	70	70	80	50	38	36	41	106	197	198	138	0	0	0	0	1,124
Prefer Office	3.4%	3.2%	7.5%	1.4%	2.9%	1.3%	2.0%	0.0%	0.0%	2.4%	0.9%	1.0%	5.1%	2.2%					2.4%
No Preference	6.9%	6.5%	2.5%	5.7%	5.7%	6.3%	4.0%	5.3%	8.3%	4.9%	3.8%	5.1%	4.5%	6.5%					5.2%
Prefer phone/web	55.2%	54.8%	45.0%	55.7%	52.9%	63.8%	66.0%	68.4%	66.7%	41.5%	58.5%	46.7%	51.0%	50.7%					53.6%
Not Applicable	34.5%	35.5%	45.0%	37.1%	38.6%	28.8%	28.0%	26.3%	25.0%	51.2%	36.8%	47.2%	39.4%	40.6%					38.7%

Excluding Not Applicable Responses

Prefer Office	5.3%	5.0%	13.6%	2.3%	4.7%	1.8%	2.8%	0.0%	0.0%	5.0%	1.5%	1.9%	8.3%	3.7%					3.9%
No Preference	10.5%	10.0%	4.5%	9.1%	9.3%	8.8%	5.6%	7.1%	11.1%	10.0%	6.0%	9.6%	7.5%	11.0%					8.6%
Prefer phone/web	84.2%	85.0%	81.8%	88.6%	86.0%	89.5%	91.7%	92.9%	88.9%	85.0%	92.5%	88.5%	84.2%	85.4%					87.5%

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Question 6: If you prefer going to a National Fuel Office to sign a payment agreement, please explain why below.

1	which ever is easier at the time ?
2	its easier
3	yes i will go to national fuel to sign payment agreement
4	I don't.
5	Its easy and quick. Thank you for helping me.
6	i work and its hard for me to get time off to go down to an office so this is much faster and easier
7	Because it was very easy
8	More Convenient.
9	Faster. More convenient.
10	No waiting for a rep
11	EASIER
12	no car
13	no I like doing this online
14	Computer illiterate.
15	Don't always have access to internet.
16	I would not prefer this.
17	face to face service is better then phone or computer.
18	It is easily accessible and convenient, especially if you are broke and cannot get to a National Fuel Office.
19	Nope
20	good
21	I don't have transportation so to be able to go on line is great! Thank you
22	No, I prefer the Internet.
23	nope online was just fine
24	N/A
25	N/A
26	NO
27	NA
28	More personsonable
29
30	N/A
31	No
32	no
33	I'd rather do it over the phone / online.
34	lack of funds
35	I SPEAKING TO PERSON &HAVING A COPY OFF IT.
36	n/a
37	No Traffic, No Hassel and No Waiting
38	not applicable
39	I don't. DO not have vehicle and taking multiple buses is a hassle.
40	to talk to someone in person.
41	now i don,t have maney to pay my bill
42	N/A
43	I needed to go online because I did not have enough gas money to drive to NFG.. My only concern is I DO NOT want anyone to lose their jobs because of computers
44	Accepting on line was more convenient for me.

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45	Know I don't have many to pay My bill
46	In case my lap isn't up to par and working right
47	Disabled, can't sit long or stand long !
48	nope
49	N/A
50	CONVENIENT AND HOURS ARE BETTER FOR US THAT WORK EVERY DAY
51	Too confusing if you are hard of hearing . Easier to go in person.
52	n/a
53	N/A
54	good
55	n/a
56	not everyone has computer, yes most people should but some don't.
57	The lines are to long,I am disabled and cant stand very long
58	I cant stand going to Appletree union rd cheektowaga or calling there and I live in cheektowaga. Whoever answers the phone or I speak to (most of the time) if I have problems they are very RUDE..Dont care..ETC untill a very nice supervisor called me back and helped me out..Last time I had to go to the city (buffalo) downtown where I dont live because that cheektowaga office would not help me. They would rather see my 11yr old take a cold shower because Dad was having troubles. A very nice african american woman helped me at the main st. office downtown that day...Thank god or we would of been real cold.. Cheektowaga Office must know who im talking about they record on the computer what is said on the phone..or should type it in to record it last i knew...Shes mean and dont care to help
59	above question #5 says "if the answer to question 4 is Yes" - it made me answer it anyway.
60	NOT AT ALL THIS PROCESS IS THE BEST.
61	Online is better.

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Question 7: Do you have additional comments regarding National Fuel's electronic Deferred Payment Agreement process?

1	Thank You National Fuel for having this program available to me and my family...
2	I am disabled and not always able to go into your office. I called and spoke with a rep. and was told i had to go in the office. I in turn called imediately back to ask an additional question and spoke with a rep. named (rep name). She was knowledgeable and more than helpful. I was able to complete the agreement on the phone and net with her and it was a very smooth and easy process. She explained that this was a fairly new program and I'd like to say hats off to Nat. Fuel for making it available. As a credit to (rep name) she was a great customer service person, friendly and most importantly she listened. Thank You and her for a very positive start to my day. (customer name)
3	I THANK YOU FOR MAKING EASY FOR ME ESPECIALLY BECAUSE I'VE JUST RECENTLY JUST STARTED TO USE THE COMPUTER AT THE AGE OF 47.
4	This is a great arrangement for individuals like myself who is on one income. Thank You!
5	great process great customer reps I spke to
6	Thank You so much. I have stage 3 lung cancer and its very difficult for me to come in. (rep name) who took care of me on the phone should be promoted. She has multiple skills, you really should check into it! Have a great day. Fondly, (customer name)
7	It is very convenient.
8	Staff was very helpful and courteous. Thank you.
9	The floor supervisor that called me back was extremely kind and helpful. We have had several unexpected expenses in the last few months and it was nice to talk to someone so helpful...so please thank her for me and thank you for having the payment available for us.
10	The last time i asked NFG for assistance, I was degraded by the man on the phone. He totally humiliated me, and said there were no options but to go to Jamestown or Buffalo. I cried
11	Thank you VERY much!!
12	The electronic Deferred Payment Agreement process provides privacy and comfort in interacting with National Fuel. Great process!
13	they were very helpful
14	I think that you should have more people like (rep name) from Buffalo NY she is a supervisor and does amazing work.
15	this process was very helpful as I have a disabled daughter who cant be left alone ,its hard to transport her by myself. thank you so very much.
16	It was a lifesaver to be able to do this process over the phone and online. I really appreciate the operator giving me the opportunity to do it this way because I work the same hours the office is open and there would be no way that I can get there, While falling behind on bills is stressful enough, there is nothing worse and speaking to a representative on the phone who doesn't seem to want to help. The woman I spoke to today really went above and beyond and for me to be able to do this process online means my gas won't get shut off so I am endlessly thankful!!
17	I am extremely grateful that such an option exists for those experiencing economic hardships! Thank you so much!
18	THANK YOU!!!! YOU MADE THIS SO EASY!!! LOVE THIS KIND OF SUPER EASY CUSTOMER SERVICE:)
19	I think this process is very efficient and The person I talk to prior to set this up was very courteous and helpful through out this process.
20	THANK YOU FOR THE AGREEMENT I REALLY APPRECIATE IT.
21	lady i talked to was great
22	I have been on disability since april and unable to drive to buffalo, because of my dizzy spells.and i am very please that you have deferred payments for customers like me and other.Thank you very much you mad iy very is for than nation grd need.
23	The representative was very polite and very understanding of my sensitive situation-i had been on bedrest for 3 weeks and ended up needing surgery...
24	..., I just want to say how grateful I am. Thank You.
25	The Customer Service Representative was ver professional, helpful, patient, kind and showed high respect to me in his conversation and tone. It made the process very pleasant to endure in the finanal hardship that I'm in at this moment. I thanked him personally, but felt that NF needs to be of his job well done!!
26	nope. thanks.
27	The young lady was very helpful,she could hear that I wasn't very good with the computer,and went over the process again.Thank You
28	thank you.
29	I AM VERY PLEASE, WITH THIS PROCESS. <rep name> WAS VERY HELPFULL.
30	The representative that handled my call was excellent. Very nice, thorough, and understanding.
31	This is excellent !!!!! saves me time and gas driving to the office.
32	easy

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33	I THINK THAT THIS AGREEMENT SHOULD BE PART OF HE HOME PAGE
34	As a handicapped, I found being able to use the internet and phone, so much easier. The person on phone was very courteous and helpful. Thank You for this service. It is much appreciated. Have a Blessed Day
35	(rep name) , out of Buffalo, NY , ext xxxx was most helpful in every way possible. your lucky to have her on you team , thank you
36	thank you for working with me to resolve this payment issue
37	Very easy and helpful. Whoever came up with this way of doing this is a genius.
38	I spoke to a rep from Nat Fuel today what was extremely rude and asked to speak to another rep (so she hung up on me). I called back and got a very nice rep who refered me to the deferred payment representative who was extremely helpful and very kind. Thank you!
39	(rep name) xxxx was very helpful. Thank you (rep name).
40	The lady I talked to was awesome! She was polite, friendly & efficient. Most importantly she talked TO me not AT me.
41	great understanding and customer service
42	The person on the phone was very very helpful I thank u again and again. DY
43	The rep that offered me this was very nice but im confused as to why only some reps are willing to offer you help? The rep I spoke with on july 30th understood that I was having a issue and not once did she offer me any assistance.We as customers don't know all the ins and outs.I think all reps should be more helpful like the man I spoke with today
44	(rep name) was very nice and really understood my situation. Id like to thank national fuel for this option. I am disabled with a 6yr old child. This really made it easier.
45	the ladies i talked to were very helpful; (rep name) was one of them not sure of the other ladies name.
46	A huge relief. I was injured at work and the workers comp. process is a nightmare without any control of my own income this has truly helped me. My children need hot water for showering and washing. I am thankful for this option. I no longer fear a shut off due to inability to pay and the process was less than 15 min. And hassle free. Thanks
47	Grateful. Thank you!
48	This was my first time having to use this service, and I was very pleased
49	No
50	The customer service who helped me was very pleasant, helpful and informative. Thank you.
51	GENTLEMAN WHO HELPED ME WAS VERY KIND AND UNDERSTANDING, AND WAS VERY PERSONABLE IN GETTING THE PROCESS COMPLETED. THANK
52	Didn t consider other expenses I have like...car payment, car insurance, groceries, college loans, unpaid med bills ...
53	I had been through so much over the last year. I lost my job, then my husband died. When I became frustrated, the representative remained professional throughout and was able to help me resolve the matter.
54	This on line process is much easier as the locations for face to face process is not easily accessed without a car. <Rep name> was very helpful and user friendly despite my anxiety.
55	Just happy that you have more payment option due to uncontrol circumstances. Thanks so very much
56	It was a very fast process and I am very satisfied.
57	The customer service reps were very helpful
58	Not at this time.
59	it was very helpful and easy to do thank you
60	(Rep name), the representative I spoke with, was very empathetic, reassuring, and knowledgeable. I wanted to thank her for assisting me with this process and for also helping me to feel at ease as well. She is an asset to your company.
61	This is a great benefit for customers who don't have transportation to the office.
62	i sure hope that it all works well for me, Thank you nfg for your help
63	i only said difficult to answer I because sometimes people are to judgemental and people most of the time already feel bad about their living arrangements & just need a little help without feeling even worst.But everything else is great & runs very smooth as long as theirs good communication on both ends. thank you nfg.
64	Great Customer Service
65	Customer Service Reps very nice, did not make me feel like a Charity Case. Nicely done.
66	I am very thankful being a single mom is very hard when u have a little income to work with
67	Great service
68	The process was easier than I anticipated. The representative tried to accommodate me in the best way she possibly could and gave me options which I didnt know I had.

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69	no
70	The final 4 SSN numbers really should be obscured when entering so no one can "shoulder surf" and get that information.
71	VERY FAST AND EASY THANK
72	My customer service representative was very considerate. He was understanding, patient and helpful.
73	Always excellent service
74	EASY, QUICK, CONVENIENT
75	My agreement was never put in after I was told to make the paymt This was at 4:30 I ran mae the payment and could not even see my agreement until I called at 7am the next day This delayed my connection as I was not very pleases d. Understanding nobody told me about the \$\$ for a reconnect I was told this morning I had talked to at least 3 people prior.....
76	Great idea and so easy that it helps those who are unable to make it to the office to do business.
77	THIS WAS GREAT-I WAS VERY EASY--I LIKE IT
78	They put the wrong # of people in the household in the agreement. There is only 1 adult who lives here with 1 income.
79	The National Fuel Gas' customer service representative was very kind, courteous, and professional in handling my account and addressing my concern.
80	It was very hard to find this site.typing it in to the address bar kept telling me the weren't any results.I tried other places as well and got to many other sites.Somewhat i managed to find this one by accident but once found everything was very easy and i would prefer this than driving to an office.
81	(Rep name), the person I spoke to was amazing!
82	appreciate the opportunity that is offered to customers that are not abler to pay their complete bill.
83	This was a very good way to do this deferred payment agreement, as I do not drive, and have difficulties getting places.
84	I JUST WANT TO SAY THANK YOU SO MUCH FOR THE HELP.
85	Untill today i was worried about losing service due to not being able to get to the NFG office. I am disabled and homebound. I want to thank NFG for putting this option in place for persons like myself.
86	I appreciate the convenience of being able to agree to this deferred payment agreement electronically
87	THANK YOU
88	Very nice to work with people who understand
89	The rep was very pleasant and helpful with this matter.thanks so much.
90	Make sure you tell the customer to use the address bar and "google" the nfgagree.com
91	I would just like to say the your National Fuel representative I spoke with Lindsay at Ext.#### was extremely professional & helpful! She was very pleasant to speak with & helped me with setting up my new deffered payment agreement! She also answered all of my questions with no problem or attitude, unlike other representatives I have spoke with in the past! I wish I was able 2 speak with (rep name) every time I needed to call for anything!
92	it was convenient, because i didnt have to take off work to go across town.
93	I am very thankful, (rep name) was very helpful
94	I wish that this option was offered to me BEFORE I became IRATE with the CSRs who INSISTED that the only way for this to become a reality is by coming into an office!! I am not sure what this company trains its CSRs to say but for a working parent who barely has time to do anything in a 24-hour period it is truly a hassle to be told that the only way for you to get things done is to PHYSICALLY come into the office. It wasnt until my husband called that I was told of this option. That is absolutely ridiculous. Had this been told to me yesterday, there would have been no reason for me to get upset. Bottom line, after speaking with Sherrie she reassured me that this could be handled over the phone and it was!!!! I will be on a budget plan and my service will be restored this evening. People would not rely on HEAP as much if they knew that this was an alternative!!!!
95	no it was nice and easy very convenient for people that cant make it to the office
96	I am glad there is this to help people in hard times.
97	You should be able to go on budget billing for bills when you are on the defered budget planning.
98	Thank you!!
99	The lady who helped me on the phone was great!
100	I like this way..since my husband getting laid-off we had to take car of the roa, so I'm glad for this opinion. Great Job!
101	Representative was very professional courtesy helpful and confirmed if I understood n had any questions. There should be more like her.
102	The agent that work with me, she was wonderful and very professional
103	very friendly associate ! thank you

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104	I want to thank the young lady I spoke to on the phone. She is wonderful!! I have a very ill husband and work full time. I can't miss work. She did everything to help me get through this. I always pay my bill, and don't ask for any hand outs. She made this so easy for me.
105	the rep (rep name) was very helpful and took a load off my mind by offering me the payment option. she was friendly, knowledgable and helpful with other phone numbers which could help me with my situation. thanks (rep name).
106	THIS WAS SO NICE TO BE ABLE TO DO THIS ONLINE SAVED ALOT OF TIME THANK YOU
107	low stress process at a stressful time
108	The person I talked to was very helpful and made me feel comfortable not nervous and should be thanked or recognized by your department. Thank You
109	NO THANK YOU.
110	Thank you for making this available . Many people are in need.
111	The woman who helped me on the phone was very nice and I helpful. I would like to thank her for not making me feel "needy" while I am going through this difficult time with having been laid off and being a single mom. Thank you!
112	This process was quick and simple. I like it much better than having to go to office or wait a week for agreement to come thru the mail. I wish national grid was as updated as you guys are. Thanks for making things easier for customers.
113	This was very easy and fast....the representative was very helpful and explained things clearly. Thank you
114	Extremely effective. Appreciate the assistance. Thank you Very Much!!
115	I was very pleased with the customer service that I received.
116	Please make sure you leave easy instructions for payment options for those who have difficulty understanding everyday technology.
117	It is so wonderful that a company makes things easier when times are so difficult. Thank you
118	I THINK IS GREAT IS CONVENIENT FOR PEOPLE THAT WORK AND DONT HAVE THE TIME TO STOP AT THE OFFICE I LOVE IT!!
119	The webpage that the service rep sent me to was seemingly defunct. I had to google the web address she gave me (www.nfg.agree.com) and it took me to the correct page which was not the same URL. Otherwise, this was a great process and I liked the convenience of doing this via internet. Thanks!
120	Just want to thank you for assisting me in my time of need. NFG has always been accommodating to me in the past and I thank you for all your help.
121	This system and process have been extremley helpful and appreciated. Thank you.
122	Thank You Fpr Your Help In Time Of Need
123	Account representative that helped me was most professional and cordial. How refreshing to have a phone rep be so proficient. Bravo National Fuel.
124	The customer service agent was very helpful, courteous and professional. I was happy to be able to apply for assistance and supply additional payment information via the phone as it is hard for me to take time off from work and I am glad you can accept payment agreements online. Thank you for this service.
125	Thank you to the customer represenative for helping me through this process. I forgot her name but she was very very nice to me. Merry Christmas and Happy New Year.
126	none at this time
127	I found using the phone and internet service very convenient
128	Thank you and I appreciate this service!
129	The lady on the phone was very nice and helpful. I appreciate not being treated like a low life. Thank you.
130	This was wonderful to be able to handle this over the internet. I am unemployed and unable to get to a local office due to no gas \$. This was so much easier then going into a office. Great idea. THANK YOU!
131	National fuel representative (rep name) was very helpful and polite. It was nice speaking with someone who understands your situation.
132	My representative, (rep name), was very helpful and directed me to the site. He was helpful and I didn't feel like I was being judged by any means. I appreciate that greatly
133	No
134	The customer service agent was very helpful today
135	(Rep name) at number 716-857-xxxx was one of the most understanding and professional people I have dealt with.he mad me feel safe again with the agreement and saved me heat and water.hell never know how much he helped.thanks (rep name)...account number xxxxxxx-xx
136	Having the ability to do this and other things online is a great step your compnay has taken in providing good customer service. The representative that I spoke with on th phone treat my families situation with great compassion and respect. In the past NFG staff have been more abrupt and judgemental.
137	Very nice rep's on the phone
138	The process was very easy and pleasant. The representative was very helpful. Thank you

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139	Very helpful and a live saver to make my piece of mind easier with having 1 less thing to worry about.
140	Thank you for this service. it is very helpful during these winter months.
141	The employee we spoke with was very helpful, professional and kind. Made the stress of having to set up an agreement that much easier! Thank You!!!!
142	The Customer Rep was wonderful, his name was (rep name) and we spoke today, January 28th a little after 5pm.
143	N/A
144	It helped me out so much! Thank you.
145	I love it!!
146	Very easy process, thank you!!!
147	the representative (rep name) was very nice and had excellent customer service, She walked me though everything with ease. thank you (rep name)
148	Your customer service representative was so polite and understanding. It is hard enough to be in this crisis, and when you have someone wh is polite and understands it makes it alittle easier. Thank you.
149	(Rep name) was outstanding. She was total professional, very helpful and went way beyond the call of duty to help me out.
150	Karen was such a help today. She worked with me and had such great customer service skills. I hope that all of your operators are as caring as she is. Thank you so much:)
151	Thank you this was best way for me over the phone and internet no line or long waits
152	Thank You for making this online feature accessible. What a convinience!!! The agent that helped me with my online deferred payment arrangement was courteous, knowledgeable and pleasant. Kudos to her!!!
153	I was amazed at the effcient method of making arrangements on line. Thanks so much. I'm so glad I didn't have to drive to Buffalo.
154	Thank you.
155	The process was very easy it eliminated the travel time and wait time of going to the national fuel office. (Rep name), the representative was very helpful and pleasant to speak with. Sitting face to face with someone giving financial information can be somewhat intimidating.
156	The agent I spoke to on the phone was very helpful and understanding. She helped make a very difficult situation easy.
157	The representative I spoke to today was very helpful and very friendly. She did a great job!
158	very easy to work with very pleasant and helpful relieved alot of my stress
159	super easy thank you
160	I'm very thankful to have this plan. It's a much needed help.
161	Whenever I have had to call into Nat.Fuel, EVERYONE I have spoken to has been friendly, professional and never judgemental. You have a super group of customer service people! thank you
162	My question, I'm a little nervous that some months I might not be able to make the full 110.00 plus \$20... can you pay by credit card? or if not ,how much is the late fee. I wish the late fee was shown before signing the deferred pmt agreement. I have to sign it before monday and therefore cannot wait for an answer. I was very pleased w/(rep name), customer svc rep, in the bflo office. very nice, very patient, very helpful in explaining the agreement. Didn't make me feel irresponsible. thank you.
163	Thankyou!!!
164	(Rep name) my operator was extremely helpful professional and took care of my questions promptly and courteously. Thank you National Fuel for making it a comfortable process when a person is in need.
165	thankyou
166	good
167	including the \$190 monthly medical I incur. Much Appreciated...
168	The customer service was outstanding!
169	This is alot more convenient and easier for those who have employment obligations. This service is great. Thank You.
170	Thank you.
171	Your staff on the phone was very nice and helpful. Also WAS NOT judgmental, which was very nice.
172	Thank you very much and God bless!
173	Thank you for being helpful
174	Very convenient and easy!

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175	This payment agreement has relieved alot of stress that I was feeling over my bill...It makes it much easier for me to catch up and get my bill paid off...All the employees that I have dealt with have been very nice and helpful...
176	I think it is great!
177	no
178	This is easier than going through national grid. who does not want to help. national fuel was nice and helped me right away.
179	thank you so much for working with me during this difficult situation that i am in currently. i really appreciate it !!!!!!!
180	THANK YOU
181	This is a very easy and convenient option for people who work and cannot get to the office during normal working hours of NFG. Thanks for making this process less stressful.
182	appreciate talking to a person right away. Also very easy on the laptop.
183	I have no transportation or internet . I also have multiple medical issues that sometimes prevents me from getting access to a pc
184	friendly and helpful customer service
185	Thank you for helping me. My customer service person, Amanda was knowledgeable, and personable.
186	Representative of National Fuel was extremely pleasant to work with on the phone.
187	VERY GRATEFUL FOR HOW PROFESSIONAL AND COUTEROUS THE REPRESENTATIVE WAS THAT ASSISTED ME WITH THIS PROCESS.
188	Thank you
189	no
190	Were very helpful and patient with me getting my paperwork together for this interview
191	Yes. THANK YOU for saving me so much time and anxiety in making this agreement. It really is appreciated. And the representative who assisted me was FIRST RATE!!! I am loving my gas company right now!!!
192	VERY CURTIOUS,MILD MANNER, VERYPROMPT IN CALLING ME BACK, VERY POLITE
193	I'm so glad this option is now available. When you work during the day it's very difficult to get to the office.
194	Very easy and reprentive was very polite and understanding
195	It was very easy and quick to setup this agreement. Thank you.
196	IT WAS VERY EASY AND THE REPRESENTATIVE WAS VERY PLEASANT AND RESPECTFUL.
197	thank u so much. im a concrete working and im returning 2 work within the next 2 weeks and u really bailed me out from this cold long winter
198	very glad they made this much easier and convinient to do thank you very much
199	Telephone Rep was very helpful Thanks
200	Thank you for offering a positive solution during these tough economic times.
201	Thank you....you have awesome customers service...i make sure i pay my bills on time.
202	It's fast and conviniet. Thank you
203	no but thank u very much
204	no
205	My husband and I are very happy for the assistance and glad our gas will stay on while we get our finances in order. The fact that we are coming out of winter season helps as well.
206	Only that I was extremely pleased with the service from the National Fuel representative.
207	Excellent and well understood
208	NO
209	very helpfull..thankyou
210	THANK YOU FOR YOUR KINDNESS. I WAS WAITING FOR A DISCONNECT TO GET HEAP HELP AS WAS TOLD AT HEAP OFFICE I WAS ELIGIBLE BUT JUST NEEDED TO BRING IN A DISCONNECT NEVER GOT IT BEFORE THE END OF SERVICES BUT THANK YOU FOR THE AGREEMENT .
211	The first customer service rep we spoke to on thur april 3, was amazing and did everything she could to help us. but the person on friday morning april 4,was anything but nice. She asked my husband why do you need to argue with me so early in the morning. she was very rude and could use a refresher course in customer service. have a great day
212	this process is much nicer. the reps in office are not as friendly and it is hard enough to have to ask for help.
213	Any thing that saves me from having to go to the office is great!

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214	Easy peasy lemon squeezzy!!!
215	THE REP I SPOKE WITH WAS THE MOST PROFESSIONAL AND NICEST PERSON I HAVE HAD THE PLEASURE OF SPEAKING WITH.
216	it was very easy and convient
217	thank you
218	Very fair at a time of difficulty. Thank you
219	It took so much stress off my mind and very easy to do!! Thank you !
220	This is a great option for people in need. Thank you.
221	prefer to sign agreement online very easy to use
222	NO
223	NA
224	This was very easy. The representative I worked with was amazing! This was the most positive customer service experience I have had in a long time with any company!
225	This system was very easy to use.
226	The person i talked to was very helpful, polite, and she answered my questions.
227	The representative for was extremely understanding and helpful. She was outstanding.
228	Very Easy....Thank You!
229	Representative Lindsey was extremely knowledgeable and helpful.
230	It was very helpful & thank you for your time...
231	Rep I spoke with was so helpful and very nice.
232	I am a disabled senior person and doing this online made it so much better for me. Thank You very much.
233	Extremely professional and helpful agents
234	very easy to do on a computer. was a pleasure
235	THE worker who assisted me with payment agreement was very helpful .
236	Excellent customer service. People very courteous.
237	Thank you
238	The woman that helped, was very nice
239	Everyone I spoke to was very nice and the process was easy and I really appreciate that.
240
241	It was very easy. I liked the fact that I did not have to go outside this morning. Thx.
242	Thank you for this agreement. I have had much anxiety as I haven't had a check since unemployment ended 12/29/13, and but for HEAP and now THIS agreement, I can get on with my life knowing my heat won't be shut off. THANK YOU VERY MUCH ! ...
243	alot easier this way as long as you have access to internet
244	None
245	It's a great idea to do these types of things electronically, as it saves my time and, I assume, NFG employees time. It also prevents having to travel out out town, approximately 35
246	The representative I spoke with today was VERY understanding. and helpful. Thank you!
247	No
248	great customer service, excellent representative.prompt
249	Very happy!
250	EXCELLENT SERVICE, VERY HELPFULL REPRESENTATIVE AND WILLING TO HELP
251	No
252	I found the process very helpful. The lady who assisted me was very friendly and helpful. It was nice speaking with someone who is kind and understanding of my situation.
253	My representative, Nicole, was extremely polite and nice! She VERY good as a customer service provider!! I've dealt with a few nasty reps which made me dread calling! Nicole
254	no
255	Satisfied
256	I just appreciate it that I do not have to take time off work to go into an office to make the arrangement, very happy I could do it online
257	i think this payment agreement is amazing!!

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258	The person I spoke to was very kind, as well as understanding! He took the time out to explain any question I had, also explain how the payment agreement worked. Thank you N.F.G. for helping my family get through this tough time!! Great customer service as well. :-)
259	Regarding signing payment agreement online. Very convenient. Good job National Fuel!
260	It's very helpful for a family that has a significant loss in income. Thank you
261	This option was quick, simple, and much better then I had expected. I offered one amount and it was to my surprise that I was offered something way less. I would recommend this to option and offer to anyone at all who is in need with their bills and finances.
262	Keep in mind the disabled customers fall under different criteria for ability to pay on fixed income. The representative I worked with did a fantastic job at not degrading me or talking down to me like I have been in the past by other representatives.
263	Glad that the online agreement is now available
264	The process was easy and took alot of stress off of me. I am very happy with this electronic deferred payment process and the lady that assisted me with this was polite, patient and helped me understand everything before our call ended she was great
265	The woman who was on the phone was a very friendly person and was compassionate about our situation. it is nice to know that there are customer service reps still out there like that.
266	n/a
267	thank you
268	Its great to have a plan you can agree with instead of going to the office, Thank You.
269	I am very stressed as it is that we don't have alot of income coming in right now no less the National Fuel guy showed up to turn off our gas. I called the local office in Buffalo. Don was very helpful and prevented from our gas being turned off. Thanks for the help!
270	MY EXPENSE AMOUNTS WHERE WRONG AND THERE SHOULD BE A WAY TO ADJUST THE EXPENSE AMOUNTS OR INCOME AMOUNTS
271	NO;
272	Very easy to do
273	no
274	none
275	no
276	The representative I dealt with was very friendly and helpful. She turned a stressful situation into something I could manage. It was greatly appreciated.
277	I can only hope you would keep this kind of service. There are so many companies out there that are trying to get you to switch your service, this is one reason why I never will. Thank You National Fuel!
278	no
279	Thank u for being both very friendly and under standing in my hardship
280	The representative was fantastic!!!!
281	you have been very helpful thank you.
282	It is very easy and convenient. Also the represenitive was very nice and helpful.
283	know i don,t
284	The representative was very pleasant and helpful.
285	The service rep. was extremely helpful and knowledgeable! She made this process so easy and I greatly appreciate her assistance. Thanks!
286	I feel it is a wonderful help for people who disabled like myself to have a good quality of life and have a chance to provide for my daughter heat even though I am not working. Thanks
287	The representative that helped me over the phone was very kind and explained how to accept the agreement online clearly. I apologize for not remembering her name.
288	Thank you for being more innovative with your customer service. I feel that you have responded by using technology to meet the needs of the community.
289	I think this is a fair opportunity to allow a customer to get back in right standing while fulfilling obligation to pay for service. This serves both the customer and NFG honorably.
290	no
291	representative was great and very helpful!! thank you so much!!
292	Kudos to the wonderful women who helped me both today and yesterday.
293	A pd copy sent to my email will be great.
294	Simple and convenient -thank you

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295	the woman who helped me was very good ... i appreciated her kindness and her patience...she explained everything to me . she was polite and very willing to give me options....thank you!
296	User friendly very convenient for the disabled and disadvantaged
297	Its very easy!
298	The person I spoke with was very helpful, caring and understanding. Thank you.
299	(Rep name) thank u so much I needed this stay blessed an happy mothers day an thanks this was so convent
300	The process is very easy and makes it easy for anyone in any situation to use. Wonderful!! Also the fact that the payment can go as low as \$10 a month is so great, huge help!! Thank you!
301	awesome! GOD BLESS YOU ALL!
302	Using this electronic process was so much easier and more convenient than going to an office! I am very glad that this is an option.
303	I really appreciate having the opportunity to do this deferred payment agreement because it helps my family a lot since I've lost my job. Thank you to all of you.
304	Thanks for the help!
305	I think it's great that you are so willing to help the less fortunate. I love national fuel.
306	Extremely helpful in my time of need (being laid-off and collecting unemployment). I was pulling my hair out, almost literally. For whatever reason, I thought there wasn't another option. I thank you folks so very much and now, I am able to sleep easier! J. Hart, 20 Years, US Navy (Retired)
307	Excellent service and appreciate all that they do to help hard working people like myself in a rough time.
308	The only issue we has was confusing nsg agree.com to nfgagree.com m.I misheard the letter...very thankful for this opportunity.
309	Thanks for helping in a time of need, and for the professional and polite assistance.
310	I am feeling overwhelmed with my income changes and National Fuel agent was very pleasant, non-judgmental and made me feel a little better about what I could do right now. Thank you.....though I feel like I need a little more assistance, I will be able to manage this.
311	Thank you!
312	thank you for helping me out with this gass bill
313	I LIKE IT THANK YOU.
314	There should be an option to print the agreement now.
315	This option was never made available until I stated I was going to call the Office of Disabilities, why put people that are disabled through this, I keep saying I have the WRONG heating unit in my apartment and it is to small for the size of mt apartment, I wish I was given some information on how I could or where I could address this.
316	No
317	your rep was very helpful and I am very happy thank you so much
318	Thank you
319	thank god I have no ride
320	I really appreciate everything that was offered to me.
321	The associate was very helpful in explaining the arrangement. I was very satisfied with the ease of the process
322	I wish a part of the agreement process would be knowing right away what will be the dollar amount of the bills.
323	Customer Service Rep was very friendly and helpful. Name was (Rep name).
324	Thank you for making this process so much eaiser.
325	I would like to say how appreciative I am for National Fuel to allow me a way to pay off my bill without losing my service. We are going through a rough time right now and are thankful for the patience you have provided us.
326	No
327	thanks
328	none
329	(Rep name) was very helpful in assisting my situation. thank you
330	Very easy and convenient process. With the hard winter buffalo has experienced this year this deferred payment agreement process has helped my family out.
331	Thank-you in this difficult time for me. Much Appreciated.
332	None
333	Really appreciate the assistance & the ease with which the representative made this process. Thank you

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334	I spoke with (Rep name) today, 5/19/2014, at 2:15pm. I would like to compliment (Rep name) for being very pleasant, informative and helpful. I hope that National Fuel realizes what a valuable employee they have in (Rep name).
335	My expenses were wrong and much more than it shows.
336	Very helpful in my time of budget issues, thank you so much!
337	(Rep name) was so helpful in this process. Thank-you for the assistance, it is very much appreciated.
338	no
339	No, thank you.
340	I'm thankful for the chance to have this agreement, as well as, the ease of process and the kind courteous representative (Rep name) who assisted me.
341	The process was definitely easier than going into the office. I also wanted to mention the representative that assisted me on 5/20/14 was very helpful and informative. I wanted to give her a compliment.
342	Thank you for your help. 3.2 million of us our counting on Congress to pass the Unemployment Extension. So far Congress is failing us. Thank you for your understanding and pray Congress comes through by May 31 because I am owed all the way back to Jan 27 and once I receive bill will be paid in full.
343	I HAD TO CALL THE OFFICE TWO TIMES BECAUSE I KEPT GETTING OTHER SITES UNTIL ONE REP TOLD ME I HAD TO TYPE DIRECTLY INTO EXPLORER AND NOT USE ANY SEARCH ENGINES. AFTER THAT IT WAS EASY.
344	Very quick, very easy.
345	In case of a problem, when a customer calls in and says they are having problems accessing the site, your reps should have patience and walk the customer through, NOT get angry and tell them they dont know what the customer is doing wrong. RETRAIN your reps and try for better customer service. Also retrain the emergency reps as sometimes customers do feel threatened by a shutoff notice and need certain information right away. Your company can be helpful but there are a few that ruin it for others....such as the one I spoke to this morning at 7:14 am.
346	you should go by yearly wages, and your prices are way too high like price gouging... you are a monopoly and charge whatever you want, not caring about those of us who are not the top tier. we only get paid what employers choose, we pay out whatever anyone wants to charge, and we have absolutely no control whatsoever...and I find your service people getting more and more cold and harsh. it is sad really.
347	n/a
348	THIS IS THE BEST OPTION YOU COULD HAVE COME UP WITH. IT IS GREAT ESPECIALLY WHEN YOU WORK AND YOUR EMPLOYER DOES NOT ALLOW YOU LEAVE TIME FOR THESE SITUATIONS AND YOU ARE EMBARRASSED TO ASK. THANK YOU SO MUCH!!!
349	The staff was very helpful. I appreciate all the help that was provided.
350	its no hassle
351	THE CUSTOMER SERVICE REP WAS VERY HELPFUL IN UNDERSTANDING MY HARDSHIP AND THIS PROGRAM HELPED ME FROM HAVING MY SERVICES TURNED OFF ...THANK YOU
352	The woman I spoke with was very polite, professional and helpful. She truly wanted to help and explained everything in a very Courteous voice and manner. I wish I had written down her name.
353	Convenient.
354	Very efficient and courteous process. NFG clearly has its customer's in mind!
355	Really easy and help me a lot.
356	Thank you
357	N/A
358	When calling all reps I have spoken with were very professional and helpful.
359	This was extremely helpful to get an agreement so quickly and efficiently through the Internet. Thank you for making this option available.
360	Representative was very helpful and friendly
361	good
362	I am just very grateful that national fuel has allowed me this option when things are tough. I am very appreciative
363	No
364	THANK YOU
365	Very simple

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366	No comment for the process but the woman that helped me was awesome. Have a wonderful day
367	Please know your service representative was very helpful, accommodating and non-judgmental which allows a person asking for assistance when in need of help, to retain a semblance of dignity...
368	Ive had alot going on with D.V i needed help to stay on a good payment that i could keep and pay. the woman that helped me did all she could do till she helped me.befor we hung up she was able to help me with my bill and my shut off. I would just like to say thank you for all yr help and great customer service. i will never for get how u went above and beyond to help me me and my children thank you.
369	I was very pleased that a payment agreement was available.
370	ITS CONVIENT AND GREAT TWO HAVE
371	Thank You.
372	Great Service
373	I feel that in guite a few instances some of us seniors that don't drive find it difficult to get to an office and at times don't have the funds to take a taxi so it's very refreshing to be able to defer payment this way. Thanks guys very much
374	No Thanks for all you have done to help me with adjustments in order for me to pay my bill
375	it would be nice if customers would receive a call a day or two before getting a shut off notice.
376	Very helpful
377	thank you! :)
378	The customer service rep could b nicer and more understanding
379	Thank you fow providing the option of doing the payment agreement over the phone. I did not have to miss work time in order to go down to the office. Thank you again!!!!
380	No
381	SO GLAD YOU OFFERED ME THIS TODAY. i AM DISABLED AND NOT ABLE TO GO TO THE NATIONAL FUEL OFFICE. THIS WAS A GOD-SEND! THANK YOU SO MUCH FOR THINKING OF THIS.
382	So much easier this way. Especially if your disabled. This is less time consuming and I live in the southern tier and its a waste of a good 3-4 hours by the time I would drive out to the office and back home. A waste of a day.
383	This is a much easier way to do payment arrangements.
384	The supervisor who did call me back after I was told by the mean woman that there was nothing she could do except shut us off did do something and now I will do my part to knock down my bill.. Thank you. Please find out and I know you can who she is from your computers when I talk to someone in that office..I see why you need to pay a security guard when people in your office treat people like she does..Just not nice or fair just because people fall into hard times.
385	Very Happy. Customer service woman I spoke with was super friendly and nice. VERY HAPPY. Thank yo u for offering this option.
386	VERY APPRECIATED.
387	Not AT This Time
388	I live in a rural area so going to an office for me is very difficult. This is so much easier!!!!
389	no
390	My rep on the phone was very, very nice and easy to talk to! Made this situation easy to handle! Thank you!
391	thanks so much for offering this option
392	Innovative
393	Thank You
394	The person that took care of me over the phone was very helpful & friendly.
395	I FOUND PROCESS QUITE HELPFUL
396	The person I spoke with was wonderful!!! Helped me out alot
397	NA
398	Easier & convenient signing online
399	The representative that helped me was very helpful and understanding to the difficult time I am having and made the process fairly simple.
400	My girlfriend is on the account because I work from 745-745 Mon-Fri. I put her on the account in order to handle the account and she wasn't able to do this. This makes it harder for me to manage.
401	THANK YOU FOR YOUR HELP!!!!!!
402	Thank You Very Much For Your Help.

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403	I want to thank you from the bottom of my heart.. Times are very hard for me... But I am sure you hear a lot of stories.. But THE gentlemen that helped me has a golden star in my book.. Happy customer :)
404	Thank you! This was very helpful in my time of need right now in my life. The girl on the phone was very helpful and sweet and informative and made me feel better about my situation. Thank you.
405	I would be unable to get to your office to do this, so thank you for making this less difficult for me.
406	very helpful! thank you!
407	no comment at this time. Didn't understand
408	Ive been a national fuel customer well over 10yrs.... and I truly appreciate how much you guys are willing to help us. Especially those of us with very low incomes. Blessings....
409	No
410	My experience was super. I spoke to (Rep name) who was so professional and friendly. She made me feel like an important customer and worked with me to make sure the payment was affordable. Thank you both (Rep name) and NFG
411	No I think it is much easier for the customer, unless of course they are unable to access a computer.
412	no
413	All agents was very helpful. Our only problem is Misunderstanding and hearing correct website along with no income.
414	Very easy process. Thanks!
415	customer service very nice and helpful
416	Thank you so much for offering me this plan. It has saved me a huge burden. I am sorry I have been delinquent on payments. Times have been rough. I will get back on track. Thank YOU.
417	Office personal by the name of (Rep name) was exceptionally pleasant to speak with on the phone. Easy process
418	The customer service rep who handled my call was very personable and respectable. Thank you for her!
419	Coustmer service rep very helpful
420	Thank god they gave me the oppertunity to make arrangements,as I was sick and out of work.
421	The process was very stress free. Thank you.
422	The whole process was very good. Thank you.
423	The service rep was very professional and friendly and made the process non-stressful which I appreciated.