



**CUSTOMER RESPONSE CENTER TRAINING  
MODULE 2  
USING ICWEB  
BUDGET BILLING/DIRECT PAY/CHECK REFUNDS**

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# ICWEB TERMINOLOGY

**Business Partner (BP)** – Someone who has a relationship with National Fuel (customer, landlord, employee etc)

**Business Agreement/BuAg (ICWEB-Front Office)** – Account Number

**Contract Account (ECC/Back Office)** – Account Number

**Device** – Meter

**Device Location** – Where meter is placed

**Business Master Data** – Customer Information

**Technical Master Data** – Premise Information

**Premise** – Single unit supplied with service. (An apartment within a building)

**Connection Object** – The premise, physical building the service is provided to

**Portion/Control Number** – Determines meter reading and billing schedule

**Regional Structure Group/Schedule Location** – determines which service center handles the premise

**Replication**  Front office and back office communicate to create a contract

## SIGNING INTO ICWEB



Double click on the Infonet icon on your desktop.

Click on the ICWEB icon located in the Popular Services section.

Click the “Log On” button. You will then be presented with the Interaction Center (shown below). This is where you will be processing your calls.

A screenshot of the SAP Interaction Center interface. The top bar includes the SAP logo, 'Interaction Center', and links for 'Personalize', 'Help Center', 'System News', and 'Log Off'. Below this is a navigation bar with 'Clear Interaction' and 'End' buttons, and a status indicator 'Ready' or 'Not Ready'. The main area is titled 'Identification' and contains two search panels. The left panel is for 'Business Agreement ID' with a search dropdown set to 'Find Business Agreement'. The right panel is for 'POD by Address' with fields for 'House No / Street / Supp.' and 'City/ Region/ Postal Code'. Both panels have 'Search' and 'Clear' buttons. Below the search panels are two 'Result List' sections, both showing 'No result found'. A left-hand navigation menu lists various modules like 'Overview', 'Billing', 'Contract Management', etc. A 'Favorites' section at the bottom left lists 'CSR Module', 'Infonet', 'Resource Center', 'NFG Website', and 'Bing Maps'.

To begin a call, you can utilize different search options to find the customer’s account. We will discuss how to search for a customer later in this module.

When you have completed a call and wish to exit the customer’s account, select the “End” button. The “Clear Interaction” button should only be used if you enter a customer’s account by accident.

A close-up screenshot of the SAP Interaction Center search bar. The top left shows the SAP logo and the text 'Interaction Center'. The search bar contains the text 'WILLIAM PEARCE / 424611101' and '3792 BAKER RD / ORCHARD PARK NY 14127'. Below the search bar are two buttons: 'Clear Interaction' and 'End', with the 'End' button highlighted by a red box.

## **USING ICWEB**

Log into ICWeb at the beginning of your shift and use it for the entire time that you are taking calls.

Check the Alerts and Consolidated View work center at the beginning of EVERY call as they contain valuable information to assist in answering customer questions. Also review any recent notes through Interaction Record.

### **Processing a Call**

You should begin all calls/contact by searching for and verifying the customer on the Interaction Center screen, with the exception of No-Hit Emergency Orders.

When you are near the end of the call, navigate to the Interaction Record work center to document what happened during your interaction with the customer. This information is useful to the next representative who views the account.

When the call/contact has ended, select END. This will return you to the Interaction Center of ICWeb where you can begin searching for your next customer.

### **Things to Know about Navigating in ICWeb**

You will navigate through ICWeb by utilizing the work centers located on the left-hand side of your screen. Most work centers also contain sub-menus which can be accessed by clicking on the “arrow”. In the example below, the Overviews work center has five sub-menus:



A “Back” button is available at the top right-hand corner of all ICWeb work centers and should be used when needing to return to a previous screen. You should NEVER use the “Back” button in the Internet Explorer browser.

# CALL INITIATION

A call will begin by searching for the customer in the Interaction Center or by clicking on the Emergency work center in a No-Hit situation.

## Emergency

A call should be started by clicking the Emergency work center only in No-Hit situations (caller does not have an exact address).

If the customer states they are smelling gas at a specific location, search for and confirm the address and active account in the Interaction Center, then click the Emergency work center.

## Interaction Center

On the Interaction Center, there is the ability to search for a customer by a number of different criteria using two different search boxes. The left search box allows you to use criteria related to the Business Partner, such as the Business Agreement Number, Name, last 4 digits of the customer's Social Security Number, Tax Filing Number, or Phone Number. The right search box allows you to use criteria related to the premise, such as the Premise Address or Device Number.

The image shows two side-by-side search boxes. The left box is titled 'Search Criteria:' and has a dropdown menu set to 'Find Business Agreement'. Below it are input fields for 'Business Agreement ID:', 'Doing Business As:', and 'Search' and 'Clear' buttons. The right box is also titled 'Search Criteria:' and has a dropdown menu set to 'POD by Address'. Below it are input fields for 'House No./ Street / Supp:' and 'City/ Region/ Postal Code:', and 'Search' and 'Clear' buttons.

## **Business Agreement Number Entered as Search Option**

If a customer calls with their Business Agreement Number (BuAg), enter the number on the left side of the screen and click the "Search" button.

This screenshot is similar to the previous one, but the 'Business Agreement ID:' field in the left search box is now populated with the number '721826709'. The 'Search' button is highlighted with an orange border, indicating it is the next step in the process.

When the (BuAg) is entered as a search option, ICWeb will auto-confirm the customer's account in the upper left-hand corner of the screen. Once an account is confirmed, you can begin viewing the customer's information.

**SAP Interaction Center**

RANDY GERWITZ / 721826709  
673 SARA CT / LEWISTON NY 14092

BP requires re-verification

Clear Interaction | End

**Identification**

Business Partner (10698353): [More Fields](#)

Title:

First Name/ Last Name: RANDY GERWITZ

Doing Business As:

House No / Street/ Supp: 673 SARA CT

City/ Region/ Postal Code: LEWISTON NY 14092

PO Box/ Postal Code:

Telephone/ Extension: (716) 868-0943

Mobile:

E-Mail:

ID Type: Social Security Num: \*\*\*\*\*2365

Partner Type:

Correspondence Language: English

### Name, SSN, Email Address or Phone Number Entered as a Search

If a customer does not have their BuAg but can provide their Name, last 4 of SSN, or Phone Number, click the drop-down menu and choose “Find Business Partner” on the left-hand side of the screen. This will allow you to search using a variety of other personal information.

**Search Criteria:**

Search for:

Business Agreement ID:

Doing Business As:

Business Partner by Premise

Business Partner by IS-U Data



**Search Criteria:**

Search for:

First Name:

Last Name/ Org Name:

Doing Business As:

House No. /Street:

City/ Region/ Postal Code:

Telephone:

E-Mail:

Identification Type /Number:

Business Partner ID:

**Business Partner (10032724):** [More Fields](#)

Title:

First Name/ Last Name:

Doing Business As:

House No./ Street/ Supp:

City/ Region/ Postal Code:

PO Box/ Postal Code:

Telephone/ Extension:

Mobile:

E-Mail:

ID Type:

Partner Type:

Correspondence Language:

**Result List:**

Business Master Data			
	Description	Additional Information	ID
	DONALD NAPORA	156 WEYAND ST / BUF...	10032724
	Individual Business Agre...		345233705
	Contracts for the confir...		
	NY Residential (Repl...	04/18/2015 - 12/31/9999	40152246
	Gas PoD	156 WEYAND ST / BUF...	00000000...
	Service Orders		
	Service Notifications		

**Premise or Device Number Entered as a Search**

If a customer does not have their BuAg, but can provide their Premise address or Device Number, utilize the search box on the right-hand side of the screen. Choose either “POD by Address” or “POD by Device” from the drop-down menu.

**Search Criteria:**

Search for:

House No./ Street / Supp:

City/ Region/ Postal Code:

**Result List:**

Object	Description	ID
Connection Object	397 S SHORE BLVD / LACKA...	40456544
Premise	APT4	60588264
PoD	Gas (Installation not disconnec...	00000000000090585372
Premise	APT 2	60588236
PoD	Gas (Inst. fully disconnected)	00000000000090585352
Premise	APT1	60588213
PoD	Gas (Installation not disconnec...	00000000000090585333
Premise		60588192
PoD	Gas (Installation not disconnec...	00000000000090585312
Premise	APT 5	60588167
PoD	Gas (Installation not disconnec...	00000000000090585291
Premise	APT3	60588143
PoD	Gas (Installation not disconnec...	00000000000090585277

### Tips for Searching in ICWeb

ICWeb will look for an exact match to your search criteria so spelling is crucial when searching for a customer's name or address. Also, when searching for an address, use a wildcard (\*) after the street name, otherwise you must include the street's suffix (St, Dr, Ave, Blvd, etc.) in order for the search to return any results.

- Use a wildcard (\*) when searching for a name that may be difficult to spell
  - Ex: Wojciechowski = Woj\*
- Use a wildcard (\*) when searching for a Premise
  - Ex: Heatherwood Drive = Heatherwood\*
- Search last four digits of a SSN or Tax Filing ID by clicking the Identification Type/Number drop-down menu
- If only one Business Partner (BP) or Premise exists with the information that you provided, ICWeb will auto-confirm that BP. If multiple BP's exist, you will need to choose the appropriate BP and click "Confirm".
- If the customer claims to have an active account and you are searching using the customer's first and last name, only ask for the last 4 digits of the customer's social security number and search with this format: \*3322.
- If you are having difficulty searching for an address with multiple secondary locations, you can also include the unit/apt number in the search. Example:

**Search Criteria:**

Search for:

House No./ Street / Supp:

City/ Region/ Postal Code:

### Verification Process

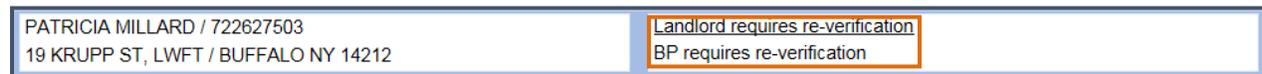
If the caller cannot provide the BuAg or last 4 digits of the Social Security Number, and cannot verify one of the following items in the corresponding work center listed below, the caller does not pass verification:

- Business Partner Overview work center:
  - Phone Number
  - Secondary Phone Number
  - Email Address
- Account Balance Overview work center:
  - To Date Balance
  - Previous Balance
  - Last Bill Amount
- Data Environment Overview work center > Premise > Landlord/BPEM/Lien:
  - Landlord Name
  - Landlord Phone Number

If a Power of Attorney or Executor wants to make changes to a customer's account, navigate to the Business Partner Overview work center and confirm that the person you are speaking with is listed in the Relationship section. If they are not, advise them that a signed and notarized Power of Attorney form or a written request/copy of court order appointing the individual as the Executor needs to be received before any changes can be made.

## Alerts

Alerts, located in the middle box at the top of the ICWeb screen, inform a user about an existing condition for the confirmed Business Partner or Premise in ICWeb.



Alerts that are underlined are hyperlinks. Click on the hyperlink to proceed to the appropriate screen to update the customer's information or to view helpful information for a condition that may exist.

Types of Alerts include:

### BP Requires Reverification

ICWeb will prompt the user to reverify a Business Partner's contact information every 120 days. Navigate to the Business Partner Overview work center to confirm the contact information is correct or update if necessary. Once complete, click the "Verified" button.

If no email address or phone number is listed, you should ask for both. However, when completing BP reverification, the phone number should be verified. You do not need to ask and update email address if one is listed.

The "Commission Sensitive" coding (located next to Partner Type on the Identification screen, or BP as seen in screenshot below, alerts you that the customer has filed a case with the Public Service commission (PSC).

If you receive a call on an account that is coded "Commission Sensitive":

- Check the Interaction Record to see if there is an IR by a QA rep within the last 60 days
- If there is an IR within the last 60 days the call should be transferred to Quality Assurance (QA) at x7090 BEFORE discussing the account with the customer.
- DO NOT discuss account with the customer.

Exception: An emergency situation should always be handled by the original phone rep, not transferred to QA.

If the call should be transferred to QA and no one can be reached, or it's after **4:30pm**, and the customer's gas is ON, please:

- Take a message and advise the customer someone will call them back the following business day.
- Verify the customer's call-back number. Do not discuss the account with the customer.
- Send an email to [QANFG@natfuel.com](mailto:QANFG@natfuel.com) with the customer's name, phone number, and any information the customer asked to be relayed to QA.

If the call should be transferred to QA and no one can be reached, or it's after **4:30pm**, and the customer's gas is OFF, see a floor supervisor for immediate assistance.

Individual Account: PATRICIA MILLARD BUFFALO NY 14212

Save | Cancel | New | Edit | Show Duplicates

Account Details Edit

General Data

ID: 10395070  
Title:  
First Name/ Middle Name: PATRICIA  
Last Name/ Name Supplement: MILLARD  
Date of Birth:  
Partner Type: Commission Sensitive  
Language: EN English

BP Re-verification

Last verified date:  
Verified

### **Landlord Requires Reverification**

ICWeb will prompt the user to verify a landlord's contact information every 90 days. If you see this alert:

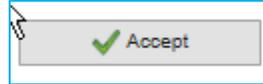
1. Click on it to be brought to the Back Office
2. Click the "LANDLORD/BPEM/LEIN" button
3. The Landlord information will be displayed under "Landlord Details"
4. Verify the information and make any necessary changes
  1. Remember, if the customer is the owner and resides here, simply uncheck "rent". The landlord field should be left blank.
  2. If the customer is the owner and residing elsewhere, the BP number should be entered.
  3. If the caller does not have their landlord's information, leave "UNK\_LAND" in the field.
5. Once all information has been verified/updated, click the "Verify" button.

Landlord Details

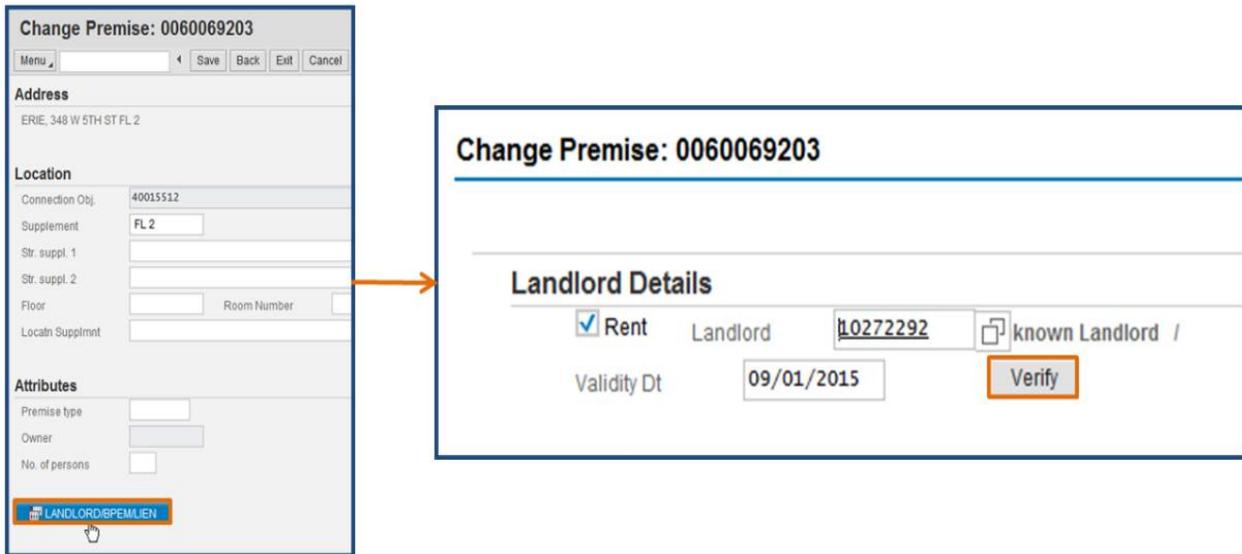
Rent Landlord UNK\_LAND Unkown Landlord /

Validity Dt 03/19/2018 Verify

- Hit the “Accept” button at the bottom, so you are brought back to the first back-office screen.



- If the landlord’s name isn’t found, search using the landlord’s phone number (if available) using the New Session tab.



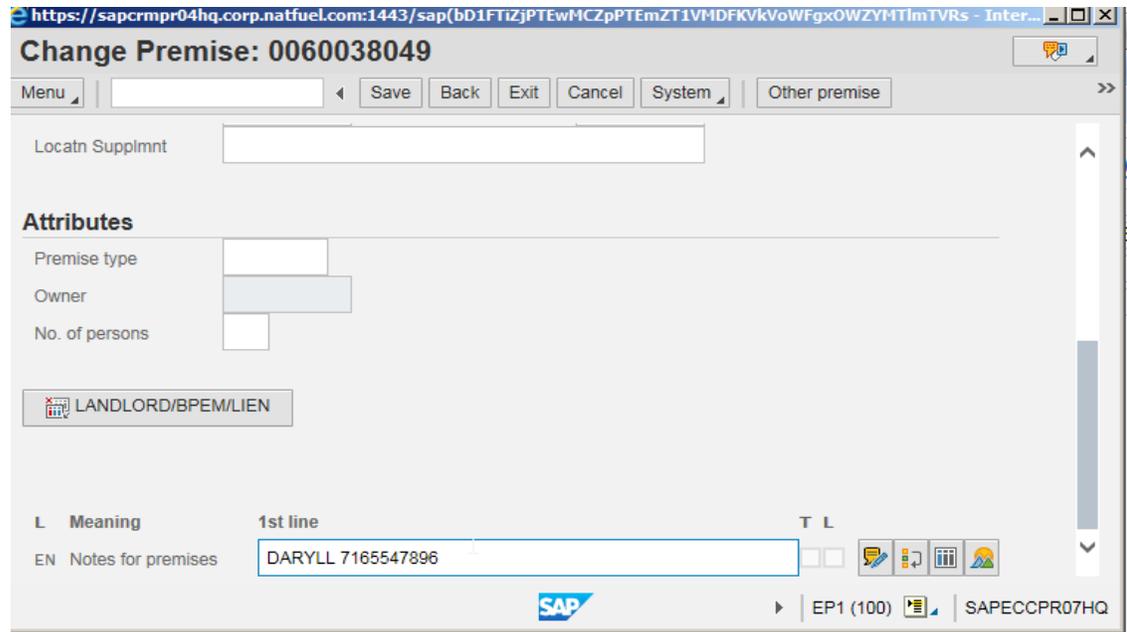
If you find the landlord’s Business Partner, **update the Landlord field** with the Business Partner number, and hit “**Verify**” to update to today’s date.

\*\*If the landlord is listed as “unknown”, and you are not able to locate the landlord as a BP, you would only create them as a BP if you have:

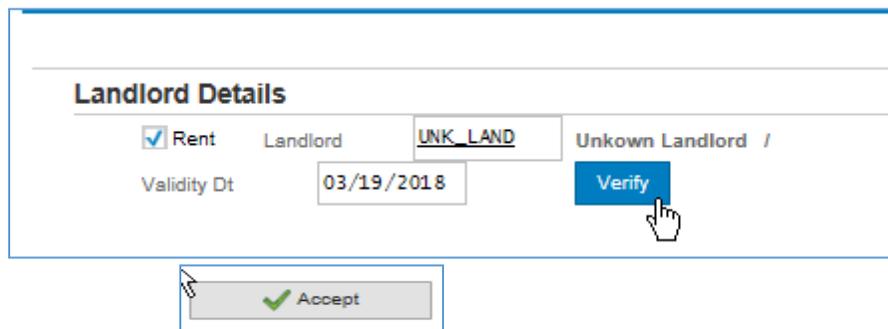
- Owner’s full name, and/or correct spelling of name.
- Their current phone number
- Their Social Security Number

If the customer has partial information for the landlord (i.e. First name and phone number; or first and last name, phone number; but no Social Security Number):

- Enter this information at the bottom of the screen, next to “Notes for premises”. The information is not enough to create a Business Partner, but is sufficient in the event we need to contact the landlord.



- 1) If you are **unable to find the landlord's Business Partner**, the customer is unable to provide their landlord's information, or there is no landlord information present in the landlord details section:
  - a. Update the field with **"UNK\_LAND"**
  - b. Click the **"Verify"** button to update to today's date, so it is shown there was an attempt to update the information



If there is no Landlord Re-Verification alert, but your or the customer need to confirm who the landlord on file is:

1. Data Environment Overview
2. Click the Premise link
3. This will bring up the same screen the Landlord Re-verification hyperlink does, except the screen is only available in Display mode. If you need to make changes, see a CSR who has access to the back office.

### Active Collections Cycle

The Business Agreement is currently in the collections process. Navigate to the Account Balance Overview and Dunning History work centers to review the active collections steps and determine what the customer owes to stop the collection process.

### Disconnection in Progress

National Fuel is currently in the process of stopping service at this Premise. To determine whether or not service is still active, view the status of the Point of Delivery (POD) on the bottom right-hand corner of the Identification work center.

Object	Description
▼ Connection Object	397 S SHORE BLVD / LACKA...
▼ Premise	APT4
PoD	Gas (Installation not disconnec...
▼ Premise	APT 2
PoD	Gas (Inst. fully disconnected)

### Security Investigation

This alert is a hyperlink and should be clicked to review notes from the Security Department before proceeding with this customer.

BP requires re-verification  
Security Case no. 5000004184 is currently open/in process.

**Identification**

Change Clarification Case 5000004184

Case	5000004184	Security Investigation	Status	In Process
Business Process	ZEDM0001	Device Mgmt (Manual Cases...	Original Date	05/10/2016 15:04:16
Bus. Proc. Area	ZDM	IS-U Device Management (Manual C...	Due Date	05/11/2016 15:04:16
Case Category	MSEC	Description	Priority	Very High
Processor	ARCHERR	Forward Due To		
Prev. Processor		Forwarding Reason		

05/10/2016 15:09 ROSE ARCHER  
5/10/16 Tim Emp 60984 on inactive service investigation found curbed box on and loaded with debris. cleaned out curbed box and found valve on. No access  
Looks Occupied  
Advised to Tx at CB.  
Originally off at curbed 5/6/14 est @7245.  
Please try to gain access and remove meter

### Consolidated View (Identifiers)

The Consolidated View work center should be viewed immediately after verifying the caller before answering any questions. This view will provide important information about the Business Partner to help you proceed appropriately with the customer. The Consolidated View work center is broken into two sections: "Account Status" and "Account Notification".

#### Account Status

An "X" located next to an Account Status means the status applies to that Business Partner. There can be more than one active status at a time.

Account Status	
Budget Billing Plan: X	EBPP:
Transportation Participant:	UCB:
Account Balance Hold:	MCB:
Employee Account:	Dual Billing:
Employee Residence Account:	Bill Off:
No Personal Check:	RTO Bill:
Shared Meter:	WLSVL:
Pending Shared Meter Investigation:	Replevin:
Special Program / Pledge: X	

### Account Notifications

Notifications will be shown on the bottom portion of the Consolidated View work center. Types of Account Notifications include:

- Active/Pending Installment Plan
- NOCO (no company read) – no company read in 13 or more months AND no customer read in 4 months
- PNOC (potential no company read) - no company read AND no customer read in 7 or more months
- Non-Read (NMR – no meter read) - no company or customer read in the past 4+ months
- Dormant Review in progress - Residential accounts terminated for collection within the past year that are still off (dormant), will be scheduled for a field visit by our service personnel (dormant reviews).
- EBD (Elderly, Blind, Disabled)
  - New York Residential accounts coded as EBD need to be re-verified to determine if the customer is still eligible for Elderly, Blind, Disabled status. If prompted to re-verify EBD status by an Account Notification, navigate to Special Programs > Customer Option, and click on the EBD link. Once the EBD status has been verified, click the “Reverify” button, enter the caller’s name, and enter notes to complete the process.

Account Notification
Message
Account is EBD, re-verification required by 03/11/2016

↓

Change - Elderly/Blind/Disabled (EBD) Data Screen	
Menu	System
date 06/08/16	
Contract Account	722627503
Customer Type	Residential New York
Name	MILLARD PATRICIA L SSN *** ** 5450
Service Address	19 KRUPP ST
City/State/Zip	BUFFALO NY 14212 Phone 7163229508
<b>EBD</b>	
<input type="checkbox"/> Elderly	
<input type="checkbox"/> Blind	Effective Date 02/10/16 Last Reverify Date 02/10/16
<input checked="" type="checkbox"/> Disabled	<b>Reverify</b>

If you see “Transportation Participant” indicated in consolidated view please contact the transportation department before:

Placing Holds

Move In/Move Outs  
Discussing Collections  
Security Deposits

Budget Billing Plan:		EBPP:	X
Transportation Participant:	X	UCB:	
Account Balance Hold:	X	MCB:	
Employee Account:		Dual Billing:	X
Employee Residence Account:		Bill Off:	
No Personal Check:		RTO Bill:	
Shared Meter:		WLSVL:	
Pending Shared Meter Investigation:		Replevin:	
Special Program / Pledge:	X		

Transportation can be reached at X 7432 or email address [TSD-Billing@natfuel.com](mailto:TSD-Billing@natfuel.com). If you are unable to reach them via telephone please send an email with contact information and advise the customer that someone will get back to them.

### **BUSINESS AGREEMENT / CONTRACT ACCOUNT NUMBERS**

A Business Agreement Number (BuAg) or Contract Account Number (CA) is a system-generated random account number that relates a Business Partner (customer) to a Device (meter).

BuAg/CA numbers are established by the system and always begin with the numbers 3, 4, 5, 6, 7, or 8 followed by eight other randomly assigned numbers. If a customer moves to another location, a new BuAg/CA is established for that customer at the new location.

### **BATCH PROCESSING**

All information can be classified as *transactions* and there are a number of ways that transactions are processed into the system. One way is through “batch processing”.

This method is usually reserved for the high-volume transactions such as payments, meter readings and Budget Plan reviews. Batch processing is done at night.

Batch processing can also involve transactions that you, the user, enter into the system at your P.C. during the day. These “on-line” transactions, such as meter orders, will be stored until batch processing “releases” the information to be updated (or create) the customer’s record.

### **REAL-TIME TRANSACTIONS**

Another type of an “on-line” transaction is immediate in its effect. This is what is known as an on-line *real-time* transaction. For example, if you want to correct the spelling of a customer’s name, you enter the correct spelling online and the correction is made in real time – or right now!

**INTRODUCTION**

**TO**

**ICWEB WORK  
CENTERS**

## Identification

- Home/Initial search screen; shows confirmed Business Partner's information: phone number, email address, contract start/end dates, and Premise information (active/inactive service).
  - POD shows if gas is on or off. Click POD to display: installation (heating, non-heating, rate category(residential/non residential), owner allocation(landlord agreement), contract information and meter read history. **MR unit (portion # example: N08MS90E, State (N=NY), Portion (08),Schedule Location (MS = Mineral Springs), Route (90), Even (E) or Odd (O) month read**

Identification
Back

**Business Partner (10689711):** More Fields

Title:

First Name/ Last Name:

Doing Business As:

House No./ Street/ Supp:

City/ Region/ Postal Code:    Confirm Unconfirm

PO Box/ Postal Code:

Telephone/ Extension:

Mobile:

E-Mail:

ID Type:  Social Security Numb:

Partner Type:

Correspondence Language:

Change Confirm

**Premise (60330749):** More Fields

House No./ Street/ Supp:

City/ Region/ Postal Code:

Premise Type:

Premise:

**Result List:**

Business Master Data		
Description	Additional Information	ID
ASHLEY JEWETT	4605 IRONWOOD DR / HAMBURG NY 14...	10689711
Individual Business Agreement		693781010
Contracts for the conf...		
NY Residential (R...	04/28/2015 - 12/31/9999	40506644
Gas PoD	4605 IRONWOOD DR / HAMBURG NY 14...	0000000000009...

**Result List:**

Technical Master Data		
Object	Description	ID
Connection Object	4605 IRONWOOD DR / HAMB...	40227890
Premise		60330749
PoD	Gas (Installation not disconnect...	00000000000090337765

More Fields

## Overviews

### Account Overview

- View the number of business agreements and contracts for the BP, Interaction Record summary, contract start/end dates

Overview for ASHLEY JEWETT

Account: [More Fields](#) Last Interactions:

Billing Address: 4605 IRONWOOD DR / HAMBURG NY 14075  
 Lock:   
 Last Dunning:  0.00 USD

Date	Time	Transaction Type	Description
	00:00	ISU Lean Contract Z	No Description

Bus. Agrmts	Contracts	Premises	PoDs	Interactions
1	1	1	1	0

Business Data Environment | Service Location Environment | Technical Data Environment | Business Agreements | Contracts

Object	Additional Information	ID
ASHLEY JEWETT	ASHLEY JEWETT HAMBURG NY 14075	10689711
Related Accounts		
Premise		693781010
PoD 02 Gas		0060330749
NY Residential 02 Gas	0000000000090337765	051MKJ017Q4yY10n3JZ6W
Invoice docs	Gas 04/28/2015 12/31/9999	40506644
Contacts		

### Business Partner Overview

- View and Edit personal information (SSN, phone#, email, Mailing Address)
- Complete BP reverification

Individual Account: ASHLEY JEWETT HAMBURG NY 14075

Save | Cancel | New | Edit | Show Duplicates

**General Data** **Main Address**

ID: 10689711  
 Title:  
 First Name/ Middle Name: ASHLEY E  
 Last Name/ Name Supplement: JEWETT  
 Date of Birth:  
 Partner Type:  
 Language: EN English

House No./ Street/ Supp: 4605 IRONWOOD DR  
 City/ Region/ Postal Code: HAMBURG NY 14075  
 District: HM4 - TOWN OF HAMBURG  
 Country: US USA  
 PO Box/ Postal Code:  
 Language: EN  
 Language: EN

**BP Re-verification**

Last verified date:  Verified

**Notes**

**SSN Validations** Edit List

Actions	Validation Procedure	Result	Validation Date	Validation Remarks
	Experian	Pass POS-ID Check Passed	05/07/2016	SSN & Name verified

**Identification Numbers** New Edit List

Actions	ID Type	ID Type Description	ID number	Responsible Institution	Entry Date	Countr...	Country
	SSN	Social Security Number	*****1862				

**Addresses**

**Address Types**

**Address Independent Communication Numbers** Edit List

Actions	Type	Country	Number	Extension	Do not use	Standard No.	Associated BuAg
	Telephone	US	(716) 830-0695		<input type="checkbox"/>		000693781010-4605 IRON...

**Address Independent E-Mails** Edit List

Actions	E-Mail	Do not use	Associated BuAg
	ajejewett26@gmail.com	<input type="checkbox"/>	000693781010-4605 IRONWOOD DR HAMBURG NY 14075

## Business Agreement Overview

- View and delete Direct Pay
- View Account Class
- **View account mailing address**
- Update mailing address for one particular BuAg

**Business Agreement 693781010**

Save | X | [Icons]

**General Data**

ID/ Doing Business As: 693781010      Use as Default:

Account: ASHLEY JEWETT HAMBURG NY 14075      Reference Number: [Field]

Address: ASHLEY JEWETT / 4605 IRONWOOD DR / HAMBURG NY 1      Class: Utility Consumption Accounts

Incom. Pmnt Meth: ACH Recurring Bank Draft

Marketer Data Release: [Field]      Marketer Data Update: [Field]

N4N Opt-Out:       Employee Residence:

Account class: RESIDENT NY

**Payment Data**

Bank Details [Field]

**Incoming Payment**      **Outgoing Payments**

Payment Method: ACH Recurring Bank Draft      Payment Method: [Field]

Bank Details: FIRST NIAGARA BANK, US (222370440) / \*\*\*\*\*3526 ASHLE      Bank Details: [Field]

Alternative Payer: [Field]      Payment Recipient: [Field]

**Invoice Relationships**

Bill-To Party: [Field]

Terms of Payment: NY 23 Calendar Days

## Mailing Addresses

- Overview – BP Overview- click “edit”
  - Addresses- click “new” (put in mailing address-drop down)
  - Back (green checkmark)
  - Save
  - Overview- Business agreement Overview
  - Edit
  - Select address from drop down
  - Save
- ✓ If you are adding a foreign mailing address, use the format as follows for Canadian addresses, for example.
- State - Province
  - Zip code - Postal code
  - US - CA

Note: When a valid address comes back with a character like an accent (see Montreal), you are to “Use the Original Address”. The character errors out the bill print causing manual intervention.



**The only place to see the actual mailing address for a specific account is on the Business Agreement Overview**

If you want to switch the mailing address to a different address that is already on file (i.e. already listed in Business Partner Overview) for the customer:

- i. Go to the Business Agreement Overview of the account that you want to use that address for
- ii. Click the “Edit” button at the top left of the screen
- iii. Click the drop down next to “Address” and select the Alternate Mailing Address that you had designated in step 3

Premise Overview

- View Premise address
- View contract start/end dates
- View Device details
- View status of service (gas on/off)
- Installation (heating 0001 or non-heating 0002)

- Previous and current tenants

**Premise** [Back] [Save] [Cancel] [Edit]

**Environment**

Add... [More]

Object	Additional Information	ID
4605 IRONWOOD DR / HA...	1 Premise; 1 Point of...	40227890
4605 IRONWOOD DR / ...	Occupied	0060330749
Gas PoD	SC01	0000000000009...
Contracts	1 Open	
Clarification Cases	0 Open	

**Premise**

House No / Street/ Supp: 4605 IRONWOOD DR  
 City/ Region/ Postal Code: HAMBURG NY 14075  
 Premise Type:  
 Premise: 60330749

**Installations**

Installation	Division	Installation Type	Current Business...	Current Contract	Status
70368048	Gas	0001	ASHLEY JEWETT	40506644	Installation not di...

**Business Partners** View Open View All

Business Partner	Account ID	Move In	Move Out
ASHLEY JEWETT	10689711	04/28/2015	12/31/9999

**Business Agreements** View Open View All

Account ID	Business Partner	Business Agreement	Description	Lock
10689711	ASHLEY JEWETT	693781010		

**Contracts** View Open View All

Contract	Status	Start Date	End Date	Business Agr...	Point of Delivery	Business Part...
40506644	Replicatio...	04/28/2015	12/31/9999	693781010	00000000000...	ASHLEY JEW...

**Devices**

Device Information	Serial Number	Device Category	Device Category...	Disconnection St...	Point of Delivery
AC250- TC ALU...	909635	T22040	AC250- TC	Device Is Not Cur...	00000000000090...

**Activity Graph**

**Note**

### Data Environment Overview

- View detailed marketer information (history)
- View landlord information
- Premise – Regional Structure Grouping/Schedule location for calling dispatch

**Account Overview** [Back] [Refresh]

**Data Environment**

Profile: Data Environment (Business view) [Refresh]

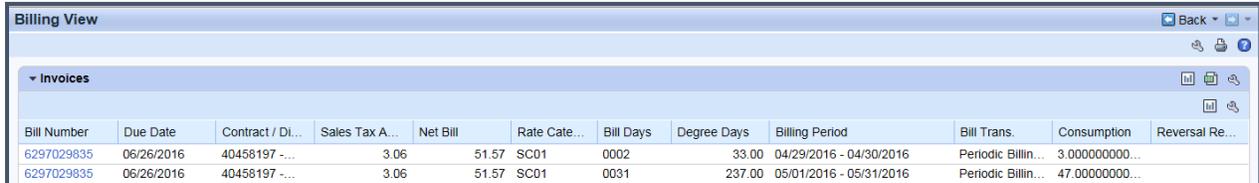
Object	ECC Links	Description
ASHLEY JEWETT / 4605 IRONWOOD DR / HAMBURG NY...	Partners 10689711	
4605 IRONWOOD DR, HAMBURG	Premise 60330749	
01: ASHLEY JEWETT	Contract Account 693781010	
Gas Activ	Contract 40506644	
Gas, HAMBURG, 4605 IRONWOOD DR DIST	Installation 70368048	
Marketer Supply Gas	Billing-Free Service 41167128	
Point of Delivery	90337765	NFGS (National Fuel Gas Supply)

## Billing

### Billing Overview

The billing overview screen shows the billed periods broken into multiple lines because of price changes. If the bill number is the same for multiple lines, the lines belong to the same billing period.

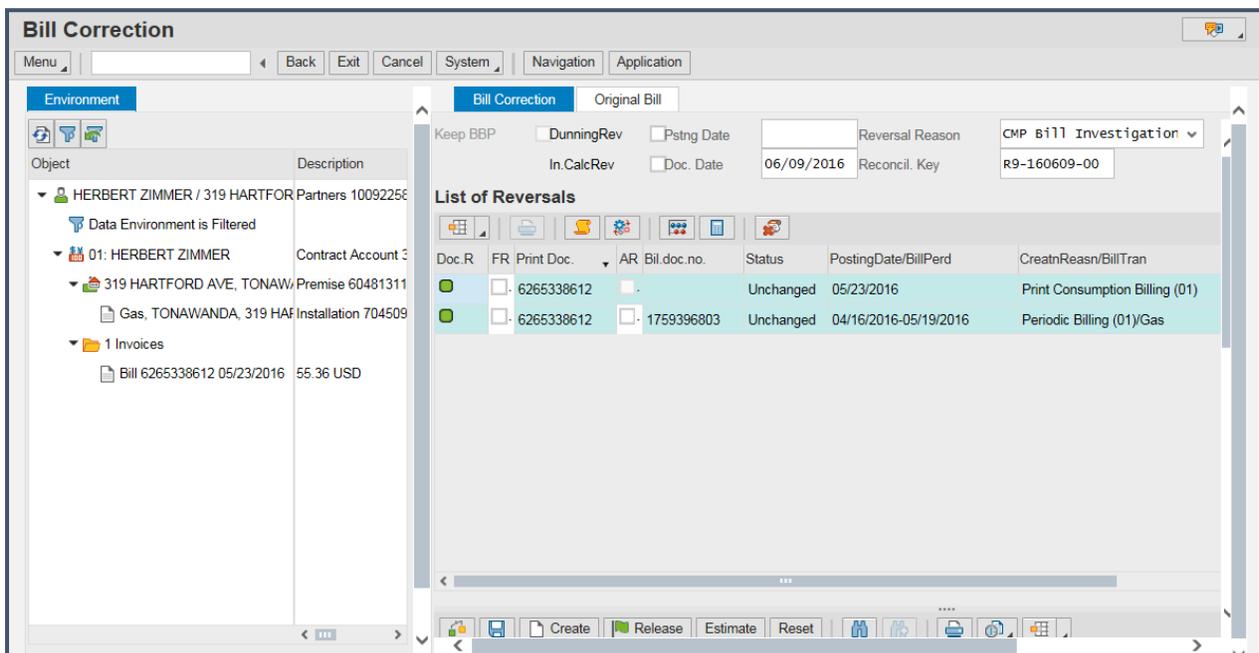
- View bill images, degree days, bill period, consumption, due dates and amount due



Bill Number	Due Date	Contract / DL...	Sales Tax A...	Net Bill	Rate Cate...	Bill Days	Degree Days	Billing Period	Bill Trans.	Consumption	Reversal Re...
6297029835	06/26/2016	40458197 -...	3.06	51.57	SC01	0002	33.00	04/29/2016 - 04/30/2016	Periodic Billin...	3.000000000...	
6297029835	06/26/2016	40458197 -...	3.06	51.57	SC01	0031	237.00	05/01/2016 - 05/31/2016	Periodic Billin...	47.000000000...	

### Bill Correction

- Perform an adjustment on a customer's bill



**Bill Correction**

Environment: HERBERT ZIMMER / 319 HARTFORD Partners 1009225€

Object: 01: HERBERT ZIMMER Contract Account 3

319 HARTFORD AVE, TONAWAWA Premise 60481311

Gas, TONAWANDA, 319 HAF Installation 704509

1 Invoices

Bill 6265338612 05/23/2016 55.36 USD

Bill Correction Original Bill

Keep BBP  DunningRev  Pstng Date  Reversal Reason CMP Bill Investigation

In.CalcRev  Doc. Date 06/09/2016 Reconcil. Key R9-160609-00

**List of Reversals**

Doc.R	FR	Print Doc.	AR	Bil.doc.no.	Status	PostingDate/BillPerd	CreatnReasn/BillTran
				6265338612	Unchanged	05/23/2016	Print Consumption Billing (01)
				6265338612	Unchanged	04/16/2016-05/19/2016	Periodic Billing (01)/Gas

## Create Budget Billing Plan

- Used to enroll a customer in the Budget Billing Plan

Create Payment Plans for Business Agreement 678314501

Contracts for Business Agreement 678314501

Contract	Division	Move-In Date	Premise
No result found			

Payment Plan Type: 12MO - 12 Month Budget Billing Plan

Start Year / Month: July 2016

Create

## Change Budget Billing Plan

- Displays all pertinent information regarding the Budget Billing Plan
- Used to change a customer's Budget Billing Plan amount

Change Payment Plans for Business Agreement 678314501

Change Payment Schedule Amount

New Cumulated Amount: 0.00 Reason: Proposed Amount: 0.00 USD Change from: June 2016 Cumulat... 51.00 USD

Division	Contract	New Amount	Reason	prop. Amount	Change from	Amount	Balance Forward	Premise
Gas	40458197	0.00		0.00 USD	June 2016	51.00 USD	1.15 USD-	WEST SENECA, 31 CENTURY DR

Copy Amount Reset Simulate

Payment Schedule ( 05/01/2016 - 02/28/2017 )

Month from	Month to	Status	Division	Contract	Cumul. Amount	New Cum. Amount	Amount	New Amount
June 2016	January 2017	●●●	Gas	40458197	51.00 USD	0.00 USD	51.00 USD	0.00 USD
May 2016	May 2016	●●●	Gas	40458197	56.00 USD	0.00 USD	56.00 USD	0.00 USD
February 2017	February 2017	●●●	Gas	40458197	0.00 USD	0.00 USD	0.00 USD	0.00 USD

## Cancel Budget Billing Plan

- Used to remove a customer from the Budget Billing Plan

**Change contract: 40458197**

Menu | [ ] | [ Save ] [ Back ] [ Exit ] [ Cancel ] [ System ] | [ Display<->Change ] [ Other contract ] [ Global check ]

Contract: 4045819/ Delete   
 Division: 02 Gas  
 Company Code: 1000 NATIONAL FUEL GAS

**Gen. Contract Info** | Billing Data | Move In / Out Data

---

**General contract data**

Text contract: [ ]  
 Contract Acct: 678314501  
 Leg. syst. contr.: [ ] MID fr. legSys.: 05/26/2010  
 Personnel No.: [ ] AuthorizGroup: [ ]  
 Plant/company: [ ] Stats group: [ ]  
 Proc. Status: [ ] Invoiced:   
 Reg. Str. Grp.: [ ]

---

**Data relevant to BB**

Ovdg. BB cycle:  No BB amt adj.:   
 Cat. BB Extrap.: [ ]

---

**Payment Plan**

Pymt plan type: 12MO 12 Month Budget Billing Plan  
 Starting month: 5 Alt. start month: 3  
 BFamt receiv.: [ ] BFamount credit: [ ]

Meter Reading Entry

- Enter a meter reading

**Execute Single Entry**

Menu | [ ] | [ Back ] [ Exit ] [ Cancel ] [ System ] |

**Object List**

Bus. partner  
 Contract  
 Installation 70228908  
 Device  
 Material: [ ]

**Default Data**

MR date: [ ]  
 MR type: 02  
 Meter reader: [ ]

---

**Entry Without Meter Reading Order**

Scheduled MRD: [ ]  
 MR reason: [ ]  
 MR alloc. date: [ ]  
 All. date billg: [ ]

BP Meter Reading History

- View a Business Partner's meter readings (may show readings from multiple premises)

Meter Reading Data for TIMOTHY WILSON (Account ID: 10670671)

Historical Meter Reading Data

Show:  All  
 Unbilled Meter Readings  
 Billed Meter Readings  
 Meter Reading Orders

From Date: 06/10/2015  
To Date: 12/31/9999

Apply

Contract	Status	Device	Register Type	MR Reason	MR Date	MR Result	MR Unit	MR Type	MR Note	Consumption
40610606	CC	658351		01	05/31/2016	5,015	CCF	Automatic estimation - SAP		40.000000000
40610606	CC	658351		01	04/28/2016	4,975	CCF	Meter reading by utility - S...		50.000000000
40610606	CC	658351		01	03/28/2016	4,925	CCF	Automatic estimation - SAP		96.000000000
40610606	CC	658351		01	02/25/2016	4,829	CCF	Automatic estimation - SAP		114.000000000
40610606	CC	658351		01	01/27/2016	4,715	CCF	Automatic estimation - SAP		126.000000000
40610606	CC	658351		01	12/28/2015	4,589	CCF	Automatic estimation - SAP		103.000000000
40610606	CC	658351		01	11/20/2015	4,486	CCF	Automatic estimation - SAP		56.000000000
40610606	CC	658351		01	10/22/2015	4,430	CCF	Automatic estimation - SAP		40.000000000

◀ Back 1 2 Forward ▶

### Premise Meter Reading History

- View the meter readings for the confirmed premise

Meter Reading Data for 131 CRANBURNE LN / AMHERST NY 14221 (Premise: 0060165596)

Historical Meter Reading Data

Show:  All  
 Unbilled Meter Readings  
 Billed Meter Readings  
 Meter Reading Orders

From Date: 06/10/2015  
To Date: 12/31/9999

Apply

Contract	Status	Device	Register Type	MR Reason	MR Date	MR Result	MR Unit	MR Type	MR Note	Consumption
40610606	CC	658351		01	05/31/2016	5,015	CCF	Automatic estimation - SAP		40.000000000
40610606	CC	658351		01	04/28/2016	4,975	CCF	Meter reading by utility - S...		50.000000000
40610606	CC	658351		01	03/28/2016	4,925	CCF	Automatic estimation - SAP		96.000000000
40610606	CC	658351		01	02/25/2016	4,829	CCF	Automatic estimation - SAP		114.000000000
40610606	CC	658351		01	01/27/2016	4,715	CCF	Automatic estimation - SAP		126.000000000
40610606	CC	658351		01	12/28/2015	4,589	CCF	Automatic estimation - SAP		103.000000000
40610606	CC	658351		01	11/20/2015	4,486	CCF	Automatic estimation - SAP		56.000000000
40610606	CC	658351		01	10/22/2015	4,430	CCF	Automatic estimation - SAP		40.000000000

◀ Back 1 2 Forward ▶

### Security Deposit Overview

- View Security Deposit status, requested amount, due date, and type (cash/non-cash)

enu | [ ] | [ Back ] [ Exit ] [ Cancel ] [ System ] | [ First Column ] [ Column Left ] [ Column Right ] [ Last Column ] [ Choose Detail ]

BPartner	Name and Address of Business Partner	Security	NCash	Start
10695234	MARK STAVISH / 651 E STATE ST, LW / OLEAN NY 14760	9000004180	<input type="checkbox"/>	01/03
*				

Choose Detail

Column	Contents
Business Partner	10695234
Name and Address of Business Partner	MARK STAVISH / 651 E STATE ST, LW / OLEAN
Contract Account	701654607
Security Deposit	9000004180
Reason for Request	MIGR
Start Date	01/03/2012
Return date	03/01/2019
Currency	USD
Request Amount	740.00
Cash deposit payment	740.00
Status of Cash/Non-Cash Security	04
Description of security Deposit status	Paid
Interest key	NN

### Security Deposit Request

- Used to request a Security Deposit from a customer

**Create Security Deposit:**

Menu | Save | Back | Exit | Cancel | System

Security Deposit:  Status: **Created**

Business Partner: 10467535 KENNETH PERRY / 6 CHISHOLM TRL / ORCHARD PARK NY...

Contract Account: 611446507

Contract:

Authorization:  Ext. Ref.:

**General Data**

Type of sec. deposit:  Cash  Noncash

Reason for Request:

Request Amount:  USD

Interest key:

**Request documents**

Status	Document Num...	Amount	Curre...	Reas.	Start Date	Return date	Pos

**Usage period**

Start Date: 06/10/2016 Return date:

### Create Statistical Posting

- Used to manually post a past debt to a new account, where a customer wants gas service and is eligible for an installment plan

The screenshot shows a software window titled "Statistical Posting for Contract Account". At the top, there is a "Menu" dropdown, a search field, and several buttons: "Save as Variant...", "Back", "Exit", "Cancel", "System" dropdown, and "Execute". Below this, the label "VKONT" is followed by a text input field containing "678314501". Underneath, the label "Amount" is followed by an empty text input field with a small asterisk icon to its right.

### Consolidated View

- View account identifiers and statuses
- Collection Agency information and phone number

The screenshot shows a window titled "Account Status" with a "Back" button in the top right corner. The main content area is divided into two sections. The first section, "Account Status", lists various account features with checkboxes: "Budget Billing Plan: X", "Transportation Participant:", "Account Balance Hold:", "Employee Account:", "Employee Residence Account:", "No Personal Check:", "Shared Meter:", "Pending Shared Meter Investigation:", and "Special Program / Pledge: X". To the right of these are labels for other features: "EBPP:", "UCB:", "MCB:", "Dual Billing:", "Bill Off:", "RTO Bill:", "WLSVL:", and "Replevin:". The second section, "Account Notification", contains a "Message" field with the text "Account is EBD, re-verification required by 03/11/2016".

### Interaction Record

#### IR & BPEM View/Create

- View and Create remarks or BPEM cases

**NFG IR**

Overview | Partner

Reason/Priority: 235-BILLING EXPLAN/INF | Medium  
 Description: BILLING EXPLAN/INFO  
 Direction: Inbound  
 Category: Telephone

Change History: Transaction History

Notes  
 Type: Note | English

Import Scratch Pad

Clarification Case  
 Case Category/Priority: |  
 Main Object/Key: |  
 Note:

Activity Clipboard

Object	Description	Details
PATRICIA MILLARD	10395070	
BILLING EXPLAN/INFO		NFG IR
Premise	19 KRUPP ST / BUFFALO NY...	

Notes History | Last Interactions | Clarification Cases History | Interaction History

Return to Current Interaction Record

Date	Time	Category	Description	Transaction ID
06/02/2016	10:10	Telephone	BILLING EXPLAN/INFO	6603841304
05/11/2016	11:52	Telephone	BILLING EXPLAN/INFO	6603665683
05/11/2016	10:53	Telephone	BILLING EXPLAN/INFO	6603664702
05/10/2016	11:04	Telephone	BILLING EXPLAN/INFO	6603654624

Page 1 | Back | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | Forward | 25

This work center only shows the last 10 IRs. If you are looking for previous IRs, you can view a longer list in the Correspondence work center (example at the end of this mod)

## Contract Management

- Start service (Move In)
- End service (Move Out)
- Transfer service (customer wants to stop service at one address and start service at another address)
- Cancel or change a contract (product or date)

**Contract Management**

Search Criteria | Hide Search Fields

Show: Contracts for account and premise

Contracts for account  Contracts for premise  Contracts for business agreement

Premise is 60551862  
 Account ID is 10395070

Maximum Number of Results: 100

Search Clear

Result List | Risk Class | Show Cancel

1 Contract found

Contract ID	Product	Description	Status	Start Date	End Date	Transfer C...	Bus. Agre...	Address	Cus...	MO...	Item	Cre...	C...
40638548	SC01	NY Reside...	Replicat...	04/08/2015	12/31/9999		722627503	19 KRUPP ST, LWFT / BUFFALO 14212			000...	05/...	C...

New Contracts | Move To Other Premise | End Contracts | Change Contracts

## Account Balance

### Account Balance Overview

- View various amounts due (To Date Balance, Past Due, Current Amount Due, Dunning amount, Installment Plan amounts, etc.)
- **Additional Information tab: Can be used to view the most recent payment date and amount on the account, when a payment is returned, and the reason the payment was returned.**
- Refund Late Payment Charges using credit memo tab

Account Overview: 10455095/573002607, All Items and Business Locks

Account Overview Change Search Criteria

Generate Account Information Refresh

Description	Bus. Agr. ID	Contract	Lock	Installment Plan
Total	573002607			

Balance Overview | Additional Information | Credit Memo

**Balance Overview - Business Agreement 573002607**

Filter by Balance Group: Standard (3)

Text	Amount
To Date Balance	183.10
Past Due	121.51
Amount Due	0.00
Dunning	0.00
Installment Plan current amount	0.00
Installment Plan catch up amount	0.00
Installment Plan status	Active

### Account History

- View invoice amounts/posting date/due date, payments, refunds, and late payment charges

Account History: 10536154, Open Amount 1.15 USD, Amount Due 0.00 USD

Account History

Refresh

Document Nu...	Posting Date	Net Due Date	Origin Text	Amount	Still Open	Current Total	Created By - Text	Status
9145005692	06/03/2016	06/03/2016	Payment Lot	56.00-	0.00	1.15	Batch ID FICA B...	
6023576811	05/31/2016	06/26/2016	IS-U Invoicing	51.57	1.15	57.15	Batch id BTCHBLL	
6126725341	05/07/2016	04/28/2016	Migration	5.58	0.00	5.58	Bali, Dharam CO...	
	05/03/2016		RATEPAYER PYMT	56.00-		56.00-		

# CHARGE BACK PROCEDURES

- A message of “Returns” on **Account History** indicates a returned or failed customer payment (Checks, NFG website).

Account History									
Refresh <span style="float: right;">[Grid] [Refresh]</span>									
Document...	Posting Date	Net Due Date	Origin Text	Amount	Still Open	Current Total	Created By - Text	St...	
3953178651	08/15/2016	08/15/2016	Returns	84.34	16.00	119.50	JASON CROWE	[Warning]	
9891480010	08/01/2016	08/01/2016	Payment Lot	68.34-	0.00	35.16	Batch ID FICA BTCHFICA		
1647176873	07/31/2016	08/25/2016	IS-U Invoicing	35.16	35.16	103.50	Batch id BTCHBLL	[Print]	
6137580923	06/30/2016	07/27/2016	IS-U Invoicing	20.32	20.32	68.34	Batch id BTCHBLL	[Print]	

- If a payment is returned, the reason can be found by going to **Account Balance Overview** and clicking the “Additional Information” button.

Account Overview					Change Search Criteria
Generate Account Information Refresh <span style="float: right;">[Grid] [Refresh]</span>					
Description	Bus. Agr. ID	Contract	Lock	Installation Plan	
335860603					
Total					
<a href="#">Balance Overview</a> <a href="#">Additional Information</a> <a href="#">Credit Memo</a>					
<b>Additional Information - Business Agreement 335860603</b>					
Filter by Infotype: <input type="text" value="All Items"/> <span style="float: right;">[Grid] [Refresh]</span>					
Text			Infotype		
Last Collection Activity from 08/16/16 - Reset Coll Path. (NY Res) - Total Amount 68.34 USD			Dunning Notice		
Last Payment of 05/26/16 for 70.00 USD - 70.00 USD Assigned			Payment		
Last Return from 08/15/16 for 68.34- USD - No Account/Unable to Locate			Returns		
Bill: 006309758957			Bill		

- Payments (Checks, NFG website) are charged back to the customers’ accounts when the bank returns them to National Fuel.
- Payments (Checks, NFG website) are returned for a number of reasons including insufficient funds, a closed account, unable to locate account, etc.
- Normally the bank will notify the customer of the returned payment before we are notified.
- If the amount does not appear on **Account History** as “Returns”, we do not have the check yet.
- We have all of our large Depository banks (HSBC, M&T, Bank of America, etc.) process payments returned for insufficient funds a second time. Advise customer to check with the bank before issuing another check for the same payment.

- The banks send all returned payments to Remittance. They process the payment as follows:
  - The payment amount is charged back to the customer's account and a \$10.00 charge will be assessed for each customer payment returned unpaid by the bank.
  - Any fee charged to National Fuel by the financial institution is also charged to the customer's account.
  - A returned check letter is sent to notify the customer that the bank returned his/her payment to National Fuel. If there is a second occurrence where a payment is charged back to the customer's account, a "No Check" letter for two or more returned payments is sent to the customer.
  - After processing, Remittance sends the payments to the appropriate CAC.
  
- If a returned check letter was sent out manually, the person who sent the letter should leave notes stating the reason for the letter in the Interaction Record.

Representatives at our CAC's make calls to customers who present bad payments to prevent disconnection or for a reconnect order. These calls will be made prior to issuing a collection shut off order.

If you get a call back from one of these customers, check the Interaction Record for instructions on what is needed. The Interaction Record entry will have wording similar to "Shut Off order issued due to bad payment, customer must pay \$\_\_\_\_."

The Interaction Record will list what type of payment will be accepted to maintain or restore service.

- Payments for Security Deposits on non-residential accounts that are charged back can be disconnected with no further notification.

### Open Item List

- View open items on the customer's account (unpaid invoices or un-applied payments)

The screenshot shows a software interface for viewing open items. At the top, it says 'Item Display: 1.15 USD Debit, Open (Receivables + Credits)'. Below this is a table with columns: Status, Document Nu..., Bus. Agr. ID, Sub Transactio..., Document Type, Amount, Deferral To, Net Due Date, Lock, Posting Date, and Calc. Period. There are three rows of data. Below the table is a 'Details' section with 'Item Detail:' and 'More Fields' tabs. The 'Item Detail' section contains various fields for document information, payment method, clearing date, and created by.

Status	Document Nu...	Bus. Agr. ID	Sub Transactio...	Document Type	Amount	Deferral To	Net Due Date	Lock	Posting Date	Calc. Period
	6023576811	678314501	Balance Forwar...	Invoice Docum...	3.24		06/26/2016		05/31/2016	05/31/2016
	6023576811	678314501	Balance Forwar...	Invoice Docum...	1.19		06/26/2016		05/31/2016	05/31/2016
	6023576811	678314501	Balance Forwar...	Invoice Docum...	5.58		06/26/2016		05/31/2016	

Details  
Item Detail:

Document Type: Invoice Document  
 Main Trans. - ID: 1150 Balance Forward (AMB/I)  
 Sub Trans. - ID: 0010 Balance Forward Amour  
 Item Text:  
 Dunn. Procedure - Text:  
 Statistical Key - Long Text:

Payment Method:  
 Clearing Date:  
 Created By: Batch Id BTCHBLL  
 Clearing Reason:  
 Replaced By:

## Payment Options

- Provides information on all payment options for a customer (mail, pay by phone, CAC, etc. – see Miscellaneous Book for comprehensive list)

**Payment Options** Back

Mail (Please allow 5-7 days for processing)

- Payment methods accepted:
  - Checks (not accepted if account is coded NOCHECK)
  - Money Orders
- Mail Address: National Fuel, PO Box 371835, Pittsburgh, PA 15250-7835

Customer Assistance Center

- Payments made by Cash, Checks or Money Orders are accepted at our Customer Assistance Centers.
- See Resource Center for listing and addresses of CAC's or direct customer to the company website: [www.nationalfuelgas.com](http://www.nationalfuelgas.com).
- Select "Contact Us"
- Select "Locations"

Authorized Payment Agent

- A list of authorized payment agents is available on National Fuel's website: <http://www.nationalfuelgas.com/forhome/PaymentAgentList.asp>.
- Agents can be viewed by Zip Code, City, or Store Name.
- Payment methods accepted may vary by Agent.
- Advise the customer to check with the Agent for the form of payment they accept. Agents will accept one or more of the following:
  - Cash
  - Checks
  - Money Orders

Pay by Phone

- Phone Numbers:
  - Transactions under \$1000
    - ACH (Checking or Savings) – 1-866-999-3277
    - Credit/Debit Card – 1-866-999-7668
  - Available Hours:
    - 24 hours a day, 7 days a week, 365 days a year.
- Transactions over \$1000

## Dunning History

- View all Collection Steps, disconnection amount, and termination date

**Display All Dunning Notices:** Change Search Criteria

Link to NFG IR   Reverse

Status	Business Agre...	Date of Issue	Disconnection...	Collection Step
❌	357754106	10/12/2015	667.32	72 Hr. Fiel Visit (NY Non-Res.)
❌	357754106	10/10/2015	667.32	Outbound Phone Call 2 (NY Non-Res.)
❌	357754106	10/09/2015	667.32	Outbound Phone Call 1 (NY Non-Res.)
❌	357754106	10/04/2015	667.32	Termination Notice (NY Non-Res.)

**Details**

Termination Date:	<input type="text" value="10/15/2015"/>	Disconnection Amount:	<input type="text" value="667.32"/>
Termination Notice Date:	<input type="text" value="10/12/2015"/>	Original Disconnection Amount:	<input type="text" value="667.32"/>

## Disconnections

- View Disconnection Document (details reason for disconnection)

**Search Criteria**

Disconnections/Reconnections of last:

Disconnections for premise  Disconnections for account  Disconnections for business agreement

Premise  is

Account  is

Business Agreement  is

Maximum Number of Results:

**Result List: 1 Disconnection Document Found**

Disconnection	Reason	Status	Reference object	Last activity
5000000487	Customer request	Disconnection carried out	Utility Installation,0070019044,Ga...	Disconnection entry 02/03/2015

## View if the meter is inside or outside

Search disconnection documents

Back (1)

**Search Criteria**

Disconnections/Reconnections of last:

Disconnections for premise  Disconnections for account  Disconnections for business agreement

Premise  is  60460882

Account  is

Business Agreement  is

Maximum Number of Results:

**Result List**

Disconnection	Reason	Status	Reference object	Last activity
No result found				

Device has been located Outside at the Premise

## Request Disconnection

- Create a customer requested disconnection

Request disconnection (Disconnection Document 5000042901, Activity 0001)

Back

Disconnection Doc.: 5000042901

Reference Object: Utility Installation,0070057052, Gas /ELMA, 2185 BULLIS RD L...

Disconnection date / time: 06/10/2016 11:37

Notes:

Relevant for Billing:

Status: Disconnection started

**Phone Numbers**

Call Ahead Number: (716) 652-0411

Alt. Call Ahead Number:

## Request Reconnection

- Request to restore service for customers who have been shut off for non-payment, off due to construction (Relights), or off at the customer's request (remodeling, etc.)

Request reconnection (Disconnection Document 5000000515, Activity 0000)

Disconnection Doc.: 5000000515

Reference Object: Contract Account,000348740711/0010140629,01: THOMAS GUSTAF...

Disconnection date / time: 04/27/2015 00:00

Notes:

Relevant for Billing:

Status: Disconnection carried out

**Phone Numbers**

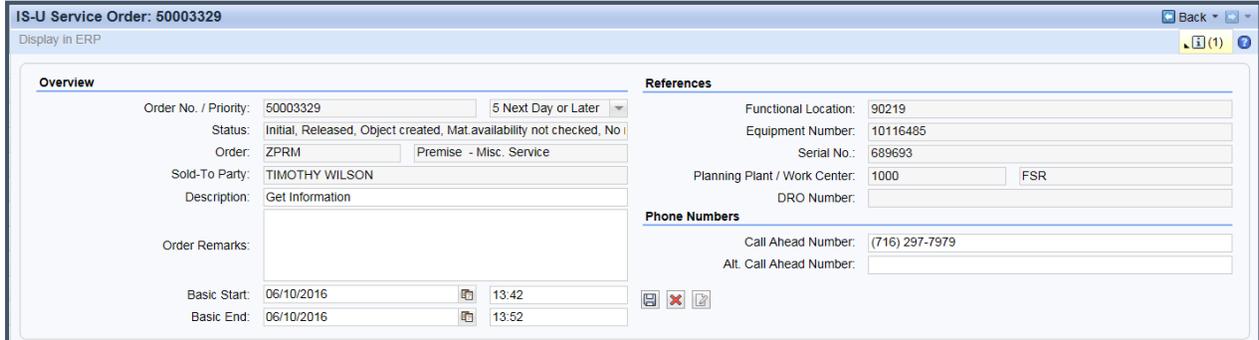
Call Ahead Number: (716) 483-3923

Alt. Call Ahead Number:

## Service Order

### Svc Order Create with Device

- Used to create the majority of Service Orders (non-emergency)



IS-U Service Order: 50003329  
Display in ERP

**Overview**

Order No. / Priority: 50003329 5 Next Day or Later  
Status: Initial, Released, Object created, Mat availability not checked, No  
Order: ZPRM Premise - Misc. Service  
Sold-To Party: TIMOTHY WILSON  
Description: Get Information  
Order Remarks:  
Basic Start: 06/10/2016 13:42  
Basic End: 06/10/2016 13:52

**References**

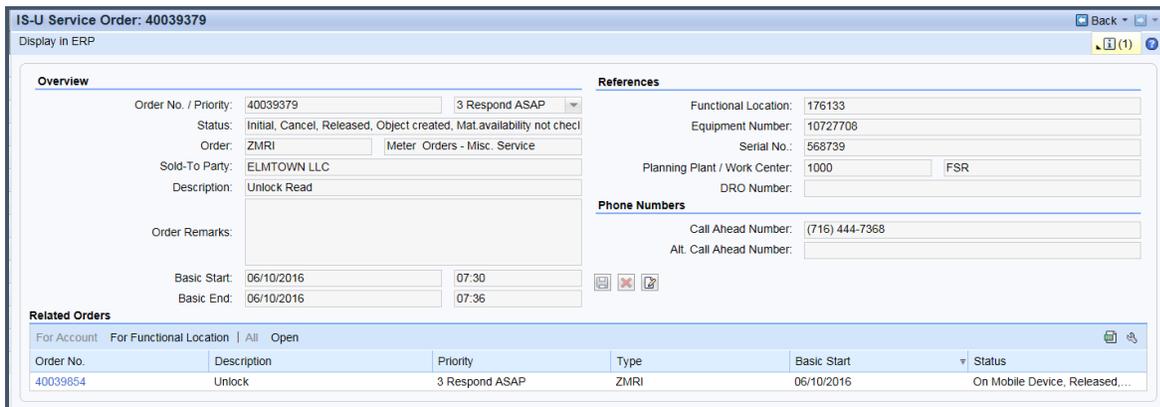
Functional Location: 90219  
Equipment Number: 10116485  
Serial No.: 689693  
Planning Plant / Work Center: 1000 FSR  
DRO Number:  
Phone Numbers  
Call Ahead Number: (716) 297-7979  
Alt. Call Ahead Number:

### Svc Order Create w/out Device

- Used to create an order for situations where a Device may not be present (Potential Safety Hazard, Supervisory Orders, Misc Premise/Device Orders)

### Svc Order Change/Display

- View details of a Service Order (status, call ahead number, scheduled date, type)
- Update a Service Order



IS-U Service Order: 40039379  
Display in ERP

**Overview**

Order No. / Priority: 40039379 3 Respond ASAP  
Status: Initial, Cancel, Released, Object created, Mat availability not checked  
Order: ZMRI Meter Orders - Misc. Service  
Sold-To Party: ELMTOWN LLC  
Description: Unlock Read  
Order Remarks:  
Basic Start: 06/10/2016 07:30  
Basic End: 06/10/2016 07:36

**References**

Functional Location: 176133  
Equipment Number: 10727708  
Serial No.: 568739  
Planning Plant / Work Center: 1000 FSR  
DRO Number:  
Phone Numbers  
Call Ahead Number: (716) 444-7368  
Alt. Call Ahead Number:

**Related Orders**

Order No.	Description	Priority	Type	Basic Start	Status
40039654	Unlock	3 Respond ASAP	ZMRI	06/10/2016	On Mobile Device, Released,...

### Svc Order Search

- Search for an account's current or past Service Orders

### Display Service Order: Selection of Orders

Menu | Save as Variant... | Back | Exit | Cancel | System | Execute | Get Variant...

**Order status**  
 Outstanding  In process  Completed  Historical Sel.profile  Addr. ✖

**Order selection**

Order	<input type="text"/>	to	<input type="text"/>	
Order Type	<input type="text"/>	to	<input type="text"/>	
Functional Location	<input type="text"/>	to	<input type="text"/>	
Equipment	<input type="text"/>	to	<input type="text"/>	
Material	<input type="text"/>	to	<input type="text"/>	
Serial Number	<input type="text"/>	to	<input type="text"/>	
Addit. device data	<input type="text"/>	to	<input type="text"/>	
Notification	<input type="text"/>	to	<input type="text"/>	
Main work center	<input type="text"/>	to	<input type="text"/>	
Plant for WorkCenter	<input type="text"/>	to	<input type="text"/>	
Period	<input type="text"/>	to	12/31/9999	
Partners	<input type="text"/>			
Currency	USD			

### Notification Change/Display

- View/update a Damage Repair Order (DRO) , Restoration Investigation (RIO), or Receipt of Advice (ROA)
- View serviceperson's remarks

IS-U Service Notification: 10029235 Back

Display in ERP

Overview		References	
Notification No. / Priority:	10029235	Functional Location:	176135
Status:	Closed per Cst Ack, Notification completed	Equipment Number:	10622961
Notification Type:	ZR Receipt of Advice	Serial No.:	00000000000659704
Customer / Follow-Up Serv. Order:	KORINE HALUSKA	Planning Plant / Work Center:	1000
Description:			
Text Log:	REMARKS: LEFT FCE OFF AT CONTROL PER CUST		
New Text Log Entry:			

| Complete | Reopen | Void | Follow-Up Order  
 | Quote | Accept Buyout | Investigate Buyout

**Related Notifications**

Notification	Description	Priority	Type	Notificatn Date	Status
100066277	Unlock Read		Z4	06/09/2016	Notification in process, Order a...
100066821	Unlock		Z4	06/09/2016	Notification in process, Order a...

Display in ERP

### Overview

Notification No. / Priority: **888457**

Status: REPAIRED, Notification completed

Notification Type: ZD DRO - Single

Customer / Follow-Up Serv....: AUDREY CAULDER

Description: DRO-Landscape

Text Log:

New Text Log Entry:

### References

Functional Location: 40025197

Equipment Number:

Serial No.:

Planning Plant / Work Center: 122

DRO Number:

### Quote Information

Name: AUDREY

Telephone:

Type Of Repair: Calculated Amount:

### Related Notifications

For Account For Functional Location | All Open

Notification	Description	Priority	Type	Notificatn Date	Status
888457	DRO-Landscape		ZD	06/23/2017	REPAIRED, Notification...
1006168	Restoration Investigation		ZB	06/08/2017	ONBASE, Notification c...

## Notification Search

- Search for an account's current or past notifications (ex: DRO, RIO, and ROA)

### Display Service Notifications: Selection of Notifications

Menu | Save as Variant... | Back | Exit | Cancel | System | Execute | Get Variant...

Outstanding
  Postponed
  In process
  Completed
 Sel.profil | Addr. ✖

#### Notification selection

Notification		to		
Notification type		to		
Functional Location		to		
Equipment		to		
Material		to		
Serial Number		to		
Addit. device data		to		
Order		to		
Notification date		to	12/31/9999	
Partners				Cls.

#### Selection with Objects of Utilities Industry

Connection Obj. 40102425

Conn. Obj. as Ref.  
 Connections as Ref  
 Dev. Locs as RefObj.

## Correspondence

### Generate Letter

- Create correspondence to customer (Denial of Service, Transcripts, etc.)
- Sends information to OnBase

The screenshot shows the 'OpenText Live Letters' application window. At the top, there is a progress bar with four steps: 1. Select Contact Person, 2. Select Document Definition (highlighted), 3. Select Channel, and 4. Manage Document. Below the progress bar are navigation buttons: Previous, Next, Save, Submit, and Cancel. The main content area is titled 'Select a document definition to create the document.' and contains a 'Select Document Definition' section with a filter dropdown set to 'CSR:NY'. Below this is a table listing document definitions:

Letter Name
Adjusted Bill Decrease
Bill Comparison
Denial of Service
Letter of Good Credit
Letter of Incompletion

### Complete Unfinished Letters

- Complete a letter that has been started for a customer

The screenshot shows the 'OpenText Unfinished Letters' application window. It features a 'Search Criteria' section with three rows of search filters: Document Type, Status, and Creation Date, each with a dropdown menu and radio buttons. Below the search criteria is a 'Search' button and a 'Maximum Number of Results' field set to 100. The 'Result List' section contains a table with columns for Document Name, Document Type, Creation Date, Creation Time, and Status. There are also 'Open' and 'Delete' icons at the top left of the result list.

Document Name	Document Type	Creation Date	Creation Time	Status
	GenericLetter	03/17/2015	16:08	Waiting
	GenericLetter	03/18/2015	09:05	Waiting
	GenericLetter	03/18/2015	09:15	Waiting

### Usage Comparison

To view a side by side comparison of usage and billed amounts

**Usage Comparison**

Account Number: 811965102  
 Name: NICOLE NEARY  
 Premise Address: 391 WASHINGTON ST 521 BUFFALO, NY 14203  
 Mailing Address: 391 WASHINGTON ST, 521 BUFFALO, NY 14203  
 Account Status: Active  
 Previous Balance: 0  
 Due Date: 01/03/2019  
 Baseload: 3.192

Date: December 18, 2018

To Date Balance: 30.80  
 Device Number: 95287121  
 DDF: 0.0250848

Bill Date	Bill Days	Num of Deg. Days	Device Rdg	Type	Cons	Net Bill	Gas Rt.	Cons Per Day	Cons Per Deg. Day	Bill Date	Bill Days	Num of Deg. Days	Device Rdg	Type	Cons	Net Bill	Gas Rt.	Cons Per Day	Cons Per Deg. Day
120518	30	924	2052	CMP	15	30.29	0.4713	0.50	0.0128	120417	31	799	1846	CMP	1	18.72	0.4000	0.03	0.0027
110518	32	549	2037	EST	19	33.74	0.4574	0.59	0.0288	110317	31	286	1845	EST	8	23.24	0.3400	0.26	0.0188
100418	28	109	2018	CMP	7	23.28	0.4786	0.25	0.0349	100317	27	90	1837	CMP	0	18.28	0.00	0.0000	0.0000
090818	30	0	2011	EST	2	19.28	0.4850	0.07	0.0000	090617	33	39	1837	EST	5	21.10	0.4340	0.15	0.0464
080718	29	0	2009	EST	2	19.28	0.4550	0.07	0.0000	080417	28	1	1832	CMP	1	18.77	0.4500	0.04	2.1920
070918	34	15	2007	EST	3	19.74	0.4500	0.09	0.0128	070717	29	11	1831	EST	4	20.35	0.4725	0.14	0.0735
060518	28	59	2004	CMP	8	23.80	0.4488	0.29	0.0815	060817	30	163	1827	CMP	5	21.42	0.5000	0.17	0.0111
050818	33	657	1998	EST	18	30.88	0.4488	0.48	0.0195	050917	33	478	1822	ADJ	4	17.77	1.3300	0.12	0.0017
040518	28	899	1980	CMP	45	54.83	0.4142	1.81	0.0485	040617	28	823	1818	CMP	12	26.90	0.4075	0.43	0.0107
030818	30	938	1935	EST	19	33.73	0.4353	0.63	0.0189	030917	30	855	1806	EST	28	39.75	0.3575	0.93	0.0290
020818	28	1050	1918	CMP	32	44.98	0.4331	1.14	0.0274	020717	28	898	1778	CMP	9	24.25	0.3733	0.32	0.0095
010918	36	1584	1884	EST	38	51.73	0.4071	1.06	0.0220	N/A									
Totals		6784			206	385.50				Totals		4443			77	250.55			

Contract Account Information- Customer

- Account information for when the customer requests proof of active service, proof of payments, or inquiring about their balance

**CONTRACT ACCOUNT INFORMATION**

DATE: April 21, 2017  
 CA NUMBER: 436353511  
 NAME: THOMAS BEYER  
 PREMISE ADDRESS: 80 ASHWOOD LN ORCHARD PARK NY 14127  
 MAILING ADDRESS: 80 ASHWOOD LN ORCHARD PARK NY 14127  
 CA STATUS: Active  
 PREVIOUS BALANCE: \$0.00  
 TO DATE BALANCE: \$60.00-

TRANS. DATE	TRANS. TYPE	BILL DAYS	DEG. DAYS	READ TYPE	MTR READ	CONS	NET BILL	SALES TAX	AMOUNT	DUE DATE	BALANCE
09/14/2016	Reversed Payment						\$	\$	\$53.61-		\$60.00-
09/14/2016	Reversed Payment						\$	\$	\$54.35-		\$60.00-
09/14/2016	Reversed Payment						\$	\$	\$102.27-		\$60.00-
09/14/2016	Reversed Payment						\$	\$	\$51.37-		\$60.00-
09/14/2016	Total Charges Billed	29	42	EST	7047	49	\$0.00	\$0.00	\$60.00		\$60.00-
09/14/2016	Total Charges Billed	34	407	EST	6998	57	\$0.00	\$0.00	\$60.00		\$120.00-
08/23/2016	Total Charges Billed						\$	\$	\$60.00		\$180.00-
08/09/2016	Payment						\$	\$	\$60.00-		\$180.00-
07/25/2016	Total Charges Billed						\$	\$	\$60.00		\$120.00-
07/12/2016	Payment						\$	\$	\$60.00-		\$120.00-
06/24/2016	Total Charges Billed						\$	\$	\$60.00		\$60.00-
06/14/2016	Payment						\$	\$	\$60.00-		\$60.00-
05/25/2016	Total Charges Billed						\$	\$	\$60.00		\$0.00
05/10/2016	Payment						\$	\$	\$60.00-		\$0.00
05/07/2016	Total Charges Billed						\$	\$	\$60.00		\$0.00

Truth in Heating

Shows usage of premise by CCF, Net Bill and Bill date

The transcript will always show the net bill amount as what it would be if gas was supplied by NFG. **In scenarios where customer is with a marketer but billed by NFG, DUAL, or MCB the transcript will show bill amounts as gas supplied by NFG (at NFG rates).** This is the same information we currently display on the web under Historical Bill Comparison.

NATIONAL FUEL GAS DISTRIBUTION CORPORATION TRUTH IN HEATING		
PREMISES ADDRESS: 80 ASHWOOD LN ORCHARD PARK, NY 14127		
BILL DATE	CONS CCF	NET BILL
2016-06-22	49	48.09
2016-05-24	57	50.45
2016-04-20	126	77.31
2016-03-18	153	87.45
2016-02-18	151	86.35
2016-01-20	170	95.24
2015-12-17	133	84.56
2015-11-12	35	39.89
2015-10-15	49	51.25
2015-09-16	85	64.76
2015-08-17	24	33.29
2015-07-17	114	81.29
2015-06-17	39	44.89
2015-05-18	58	57.64
2015-04-17	118	87.81
2015-03-20	171	120.80
2015-02-18	225	151.56
2015-01-21	196	154.51
2014-12-17	178	150.72
2014-11-14	33	46.56
2014-10-16	66	73.44
2014-09-17	0	17.76
2014-08-18	45	56.85
2014-07-22	73	87.51
2014-06-18	57	75.51
2014-05-19	76	92.61

BILL HISTORY ASSOCIATED WITH PREVIOUS RATEPAYER

BILL DATE	CONS CCF	NET BILL

26 MONTHS HISTORY PRINTED

- The customer of record may request Truth-in-Heating prints by phone.
- The landlord/owner may request Truth-in-Heating prints by phone, only if we have their name in our system as being the landlord/owner. They must request Truth-in-Heating prints in writing if the account is not in the owner/landlords name or if they are not in our system as the landlord/owner.
- Real estate agents are required to make this request in writing on company letterhead, either faxed or mailed to the CRC

**Bill Correction Details**

- Shows original bill and adjusted amount for the customer to see the amount of the correction

<b>BILL CORRECTION DETAILS</b>							
<b>DATE:</b> April 21, 2017							
<b>CA NUMBER:</b> 700116201							
<b>NAME:</b> DARWIN PACE							
<b>PREMISE ADDRESS:</b> 2185 STOUT RD WILLING, NY 14895							
<b>MAILING ADDRESS:</b> 2197 STOUT RD WELLSVILLE, NY 14895							
<b>CA STATUS:</b> Active							
<b>PREVIOUS BALANCE:</b> \$0.00							
<b>TO DATE BALANCE:</b> \$0.00							
<b>DUE DATE:</b> April 12, 2017							
BILL DATE	BILL TYPE	PROCESS DATE	ACTUAL CCF	ACTUAL NET BILL	ORIGINAL CCF	ORIGINAL NET BILL	AMOUNT OF BILL CORRECTION (+/-)
June 07, 2016	01	June 07, 2016	10	\$23.17		\$	\$
September 30, 2016	01	September 30, 2016	4	\$16.31		\$	\$
February 02, 2017	01	February 02, 2017	124	\$95.96		\$	\$
July 07, 2016	01	July 07, 2016	4	\$19.03		\$	\$
May 04, 2016	01	May 04, 2016	0	\$17.71		\$	\$
September 05, 2016	01	September 05, 2016	3	\$18.62		\$	\$
January 05, 2017	01	January 05, 2017	163	\$102.26		\$	\$
November 02, 2016	01	November 02, 2016	3	\$18.6		\$	\$
August 03, 2016	01	August 03, 2016	0	\$17.71		\$	\$
December 05, 2016	01	December 05, 2016	66	\$54.21		\$	\$
March 31, 2017	01	April 18, 2017	35	\$41.5	66	\$59.15	\$17.65-
March 06, 2017	01	April 18, 2017	43	\$50.07	115	\$88.09	\$38.02-
<b>Bill Type Description:</b>							
01 - Periodic Billing							
02 - Interim Billing							
03 - Final Billing							
06 - Manual Billing							



Select Document Definition

Filter: Transcripts:NY

Letter Name
Additional Medical Request to Doctor
Bill Correction Details
Contract Account Information - Back Office
Contract Account Information - Customer
Installment Plan Terms no I&E
Installment Plan Terms with I&E
Installment Plan and Income Information
Interaction Records Log
SH Agreement
Truth in Heating

◀ Back 1 2 Forward ▶

OpenText Live Letters

Back

INTERACTION RECORDS LOG

DATE: October 23, 2019  
 CA NUMBER: 757228807  
 NAME: BOBBY J'S ITALIAN AMERICAN GRILLE  
 PREMISE ADDRESS: 204 COMO PARK BLVD CHEEKTOWAGA, NY 14227  
 MAILING ADDRESS: 204 COMO PARK BLVD CHEEKTOWAGA, NY 14227  
 CA STATUS: Active

CREATE DATE	CREATE TIME	CONTACT	DIRECTION	IR NUMBER	IR TYPE	CREATED BY	NOTES
01/04/2017	15:10:50	Walk-in	Inbound	6605948615	CA 2 IP CREATE	MULLERL	Note 01/04/2017 15:10:50 MULLERL installment plan 006400097219 total installment plan amount 933.07 number of installments 002 monthly installment amount: 500.00
01/04/2017	15:13:27	Other	Inbound	6605948690	BILLING EXPLAN/ INFO	MULLERL	Note 01/04/2017 15:13:27 MULLERL BOBBY J'S ITALIAN / 757228807 PD \$4000.TODAY AND KEYED IN NEGOT FOR BAL
01/04/2017	14:53:17	Telephone	Inbound	6605948275		HANSEND	
01/31/2018	05:05:27	Letter	Outbound	6610904193	999-AUTO CORRESPONDENCE	BTCHFICA	Note 01/31/2018 05:05:27 BTCHFICA NNRM-NY NON-RESIDENTIAL COLLECTION NOTICES
02/06/2018	16:31:53	Telephone	Inbound	6610992231	BILLING EXPLAN/ INFO	GALASSIS	Note 02/06/2018 16:31:53 GALASSIS BOBBY J'S ITALIAN / 757228807 CUST IN TO ? AMT LEFT ON ACCT ADV IS ON AGREE <(>&<-> ALMOST PD OFF ADV CUST TO PAY NEXT INSTALL AMT DUE 2/21 <(>&<-> WHEN PD OFF COME BK IN OFC TO SEE REP TO MAKE SURE AGREE IS CANCELLED
02/06/2018	16:18:45	Telephone	Inbound	6610992009		GALASSIS	
02/22/2018	12:15:00	Telephone	Inbound	6611212127	235-BILLING EXPLAN/ INFO	SARGENTS	Note 02/22/2018 12:15:00 SARGENTS Mr. Desiderio in. Gas is off due to leak order from 02/21/2018. Adv. houseline leak must be fixed before NFG will turn back on gas. He is coming back later to resend order out to restore service.

TSCM

TR112

Note: This displays chronologically by month, not day/month/year. Because of this, the IRs do not actually show in order.

## Special Programs

### Customer Options

- View/Create locks
- View, update, and refer to assistance programs
- Create an Installment Plan

Special Program & Pledge Back

---

**Active Special Program/Pledge:**

SP1	SP2	SP3
EBD	LICAAP	Income & Expense

**Inactive Special Program/Pledge:**

SP1	SP2	SP3
HEAP		

Create:

Special Program/Pledge Type:

### Installment Plan History

- View history of Installment Plans

Installment Plan History Back

---

Deactivate Pending IP Print

Document #	Active	Paid	Pending	Deactivated	# of Instmt.	Start Date	End Date	IP Type
6400029948	X				006	06/08/2016	11/08/2016	1023
6400024329				X	004	06/01/2016	08/01/2016	1000

## Emergency

- Create an Emergency Order

**Emergency Order**

 May I have your name and phone number beginning with your area code?

Person Reporting:

Caller Type:

Phone: (  )  -

---

**Emergency Type:**

Carbon Monoxide       Cross Bore       Delayed Ignition  
 High Pressure       Gas Leak       Over Heating  
 Noisy Meter       Working Fire/Explosion

---

**No Hit:**

No Hit

# BUDGET BILLING PLAN

## **BUDGET BILLING PLAN**

For many customers, having level and predictable monthly gas payments can make budgeting easier. The Budget Plan lets the customer stabilize their entire monthly bill for up to one year (12 months) or 10 months (summer break). The plan divides the customer's estimated annual bill by the number of months the customer wants their budget plan to be in effect.

Budget Plan participant's average bill amounts are based on a combination of the cost of gas and weather conditions, plus historic and current gas usage. Since these factors can change, we may adjust the customer's Budget Plan amount periodically to ensure that it remains accurate. Budget Plan payments are reviewed based on these factors.

## **BUDGET BILLING PLAN REVIEWS - Requested by Customer:**

- When a customer calls and insists their BBP is too high and wants it lowered, what should be done?
  - A. Check to be sure a recent meter reading has been done. Check amount owing in BBP and advise customer on the quarterly review.
  - B. Advise the customer that the purpose of BBP is to level off their monthly payments by spreading their heating cost over twelve months, or by the number of months they choose.
- If customer still insists on lowering the amount, **USE GOOD JUDGMENT** when deciding the amount.
- Advise the customer when the plan balances out, they will be required to pay the full amount owing, by the due date on the bill.
- Create an Interaction Record with all information given

## **Freeze**

There may be a time when a customer calls to request a freeze on their Budget Billing Plan. This **is not encouraged** due to the fact the customer will have to make that amount up after the freeze period. Create a BPEM with Case Category "Freeze BBP" and document the reason for the freeze and the amount.

## **MCB Accounts Requesting the Budget Plan**

If a customer calls and requests to go on the Budget Plan, make sure to first check **Consolidated View**. If there is an "X" next to "MCB", that means the customer is with a Marketer and the Marketer does the billing. Advise the customer to contact their Marketer to make the request.

**DO NOT** enroll the account on the Budget Plan. If an MCB account is enrolled on the Budget Plan, it will cause errors in the system and the Marketer will not receive their payments properly.



# CREATE A BUDGET BILLING PLAN-NEXT BILL

1. Go to Billing work center > Create Budget Billing Plan
2. Select the end cap for the Contract
3. Choose the "Payment Plan Type" and the next month from the "Start Year/Month" drop down should already be defaulted, however, if the account has not yet been billed in the current month, switch the drop down to the current month
4. Click "Create"

**Create Payment Plans for Business Agreement 780690303**

Contracts for Business Agreement 780690303

Contract	Division	Move-In Date	Premise
300020981	Gas	05/28/2013	AURORA, 3113 BUFFALO RD

Payment Plan Type: 12MO - 12 Month Budget Billing Plan

Start Year / Month: April 2015

**Creation of Payment Plans for Business Agreement 780690303**

Payment Schedule ( 04/01/2015 - 03/31/2016 )

Month from	Month to	Status	Division	Contract	Cumul. Amount	Amount
April 2015	February 2016	○○●	Gas	300020981	485.00 USD	485.00 USD
March 2016	March 2016	●○○	Gas	300020981	0.00 USD	0.00 USD

**Creation of Payment Plans for Business Agreement 780690303**

Payment Schedule ( 00/00/0000 - 00/00/0000 )

✓ Payment plan for contract 300020981 was saved automatically

Month from	Month to	Status	Division	Contract	Cumul. Amount	Amount
April 2015	February 2016	○○●	Gas	300020981	485.00 USD	485.00 USD
		○○●	Gas	300020981		485.00 USD

**Note:**

Creating the 10 month plan with the next bill

- If requested between May and August:
  - The start month of September should be selected
- If requested in July or August:
  - An error message will display stating the 10 month plan needs to start in September

# CREATE A BUDGET BILLING PLAN—CURRENT BILL

1. First, you have to reverse the current invoice, then proceed as usual
  - Go to Billing work center > Bill Correction
2. To find the Print Document Number, click the search box at the end of the field
3. Click the “Non-Reversed Documents” tab and then enter the Business Agreement number in the “Contract Account” field and press “Enter”
4. From the list, select the most recent invoice by double clicking anywhere on the line for that document number
5. Once the “Print Document No.” field is populated, click “Execute”
6. Enter today’s date in the “Pstng Date” field and leave the “Doc. Date” set to whatever it defaults to
7. Select the reversal reason from the drop down menu (Budget Billing Enrollment Current Bill)
8. To reverse the current invoice, click either check box under “FR” (Full Reversal) and the other box will be checked automatically
9. Then click the “Reverse” button with the red “x”

The screenshot shows the 'Bill Correction' interface. At the top, there are tabs for 'Bill Correction' and 'Original Bill'. Below the tabs, there are input fields for 'Keep BBBP', 'DunningRev', 'Pstng Date' (03/05/2015), 'Reversal Reason' (CMP Bill Investigat), 'In.CalcRev', 'Doc. Date' (03/05/2015), and 'Reconcil. Key'. A dropdown menu is open for 'Reversal Reason', showing options like 'Budget Billing Enrollment Current Bill', 'CLERK Estimate', 'CMP Bill Investigation', etc. Below this is the 'List of Reversals' table with columns: Doc.R, FR, Print docu..., A..., Bil.doc.no., Status, PostingDate/BillPerd, Total Amt, and TrCurr. Two rows are visible, both with 'FR' checked and 'Status' as 'Unchanged'.

Doc.R	FR	Print docu...	A...	Bil.doc.no.	Status	PostingDate/BillPerd	Total Amt	TrCurr
6000006266	<input checked="" type="checkbox"/>				Unchanged	02/23/2015	942.75	USD
6000006266	<input checked="" type="checkbox"/>			1000010127	Unchanged	01/22/2015-02/19/2015		

10. Once the documents show as reversed, exit out of the Back Office

The screenshot shows the 'Bill Correction' interface after the reversal. The 'Reversal Reason' dropdown is now set to 'Budget Billing Enrc'. The 'Reconcil. Key' is 'R9-150305-0'. The 'List of Reversals' table now shows the 'Status' as 'Reversed' for both rows, and a red 'X' icon is visible in the 'FR' column for each row.

Doc.R	FR	Print docu...	A...	Bil.doc.no.	Status	PostingDate/BillPerd	CreatnReasn/BillTran	Total Amt	TrCurr
6000006266	<input checked="" type="checkbox"/>				Reversed	02/23/2015	Print Consumption Billing (01)	942.75	USD
6000006266	<input checked="" type="checkbox"/>			1000010127	Reversed	01/22/2015-02/19/2015	Periodic Billing (01)/Gas		

11. Go to Billing work center > Create Budget Billing Plan
12. Select the end cap for the Contract
13. Choose the “Payment Plan Type”, then choose the current month from “Start Year/Month” drop down, and click “Create”
14. Quote the amount and if the customer accepts, click “Save”
15. Message displays confirming created plan
16. Overnight batch processing will re-invoice the customer with their current bill on the Budget Billing Plan

Be sure to record an Interaction Record that you enrolled the customer on the Budget Plan with the current bill.

# CHANGE A BUDGET BILLING PLAN

To change the amount of an active Budget Billing Plan:

1. Go to Billing work center > Change Budget Billing Plan
2. Click the Payment Plan number hyperlink

Payment Plans for Business Agreement 780616404

Active Payment Plans for Business Agreement 780616404

Payment Plan	Period Start	Period End	Division	Amount	Balance Forward	Contract
6000002439	03/01/2015	12/31/2015	Gas	626.00 USD	0.00 USD	300016402

Inactive Payment Plans for Business Agreement 780616404

Payment Plan	Period Start	Period End	Division	Amount	Balance Forward	Contract
No result found						

3. Enter the new Budget Billing Plan amount in the “New Cumulated Amount” field
4. Next to that, select a “Reason” of “1A”
5. Click the “Copy Amount” button in the middle of the screen
6. Click “Save” at the bottom of the screen

Change Payment Plans for Business Agreement 780616404

Change Payment Schedule Amount

New Cumulated A:  Reason:  Proposed Amount:  Change from:  Cumul.

Division	Contract	New Amount	Reason	prop. Amount	Change from	Amount	Balance Forward	Premise
Gas	300016402	0.00		0.00 USD	March 2015	100.00 USD	0.00 USD	AURORA, 3111 BUFFALO RD

Payment Schedule ( 03/01/2015 - 12/31/2015 )

Month from	Month to	Status	Division	Contract	Cumul. Amount	New Cum. Amount	Amount	New Amount
March 2015	November 2015	○○○	Gas	300016402	100.00 USD	0.00 USD	100.00 USD	0.00 USD
December 2015	December 2015	●○○	Gas	300016402	0.00 USD	0.00 USD	0.00 USD	0.00 USD

7. A confirmation message will appear at the top-right of the screen saying that the payment plan was saved

Change Payment Plans for Business Agreement 780616404

Change Payment Schedule Amount

New Cumulated A:  Reason:  Proposed Amount:  Change from:  Cumul.

Division	Contract	New Amount	Reason	prop. Amount	Change from	Amount	Balance Forward	Premise
Gas	300016402	0.00		0.00 USD	March 2015	100.00 USD	0.00 USD	AURORA, 3111 BUFFALO RD

Payment Schedule ( 03/01/2015 - 12/31/2015 )

Month from	Month to	Status	Division	Contract	Cumul. Amount	New Cum. Amount	Amount	New Amount
March 2015	November 2015	○○○	Gas	300016402	100.00 USD	0.00 USD	100.00 USD	0.00 USD
December 2015	December 2015	●○○	Gas	300016402	0.00 USD	0.00 USD	0.00 USD	0.00 USD

✔ Payment plan for contract 300016402 was saved automatically

# CANCEL A BUDGET BILLING PLAN-NEXT BILL

1. Go to Billing work center > Cancel Budget Billing Plan
2. On the “Change Contract: Initial Screen”, hit “Enter”
3. On the next screen, scroll down and under “Payment Plan”, delete the Starting Month (and Alt.start.month if there is one)

**Payment Plan**

Pymt plan type	12MO	12 Month Budget Billing Plan
Starting month	2	Alt.start month
BFamt receiv.	<input type="text"/>	BFamount credit
		9

4. Click “Save” at the top of the screen and a confirmation message appears



5. Do not click the “delete” check box at the top right of the screen. It will cause errors with the contract.

Contract	40715735	Delete <input type="checkbox"/>
Division	02	Gas
Company Code	1000	NATIONAL FUEL GAS

6. Be sure to record an Interaction Record that you canceled the customer from the Budget Plan with the next bill

**Note:** The Consolidated View will still show an “X” next to “Budget Billing Plan” and the Business Agreement will still show that the Budget Billing Plan is active until the next invoice is sent. Be sure to record an Interaction Record stating that the Budget Billing Plan was canceled with the next bill, so the next representative will know if they pull the Business Agreement up before the next invoice is sent.

When a customer cancels the Budget Billing Plan online effective with their next bill and there is a credit or debit in the plan, the following statement will appear during the cancellation process:

- *“If you choose to cancel the Budget Billing Plan with your next bill, please pay the total amount due as billed. Your Budget Billing will be cancelled with your next bill and the Budget Billing Plan credit/debit of \$xx.xx will be applied to your next bill. Are you sure you want to cancel your National Fuel Budget Billing Plan?”*

After reading this, the customer can either click the “Cancel Budget Billing” button to complete the cancellation process or “Return to Budget Billing Plan Menu” button to return to the menu.

# CANCEL A BUDGET BILLING PLAN—CURRENT BILL

1. First you must perform a Bill Correction to reverse the current invoice that had been billed on the Budget Billing Plan. Overnight batch processing will re-invoice the current bill for the actual usage after the Budget Billing Plan is canceled.
  - Go to Billing work center > Bill Correction
2. To find the Print Document Number, click the search box at the end of the field
3. Click the “Non-Reversed Documents” tab and then enter the Business Agreement number in the “Contract Account” field and press “Enter”
4. From the list, select the most recent invoice by double clicking anywhere on the line for that document number
5. Once the “Print Document No.” field is populated, click “Execute”
6. Enter today’s date in the “Pstng Date” field and leave the “Doc. Date” set to whatever it defaults to
7. Select the reversal reason from the drop down menu (in this case, use “Budget Billing Enrollment Current Bill” as there is no “Budget Billing Cancellation Current Bill” option)
8. To reverse the current invoice, click either check box under “FR” (Full Reversal) and the other box will be checked automatically
9. Then click the “Reverse” button with the red “x”

The screenshot shows the 'Bill Correction' interface. At the top, there are tabs for 'Bill Correction' and 'Original Bill'. Below are fields for 'Keep BBP', 'DunningRev', 'Pstng Date' (03/05/2015), 'Reversal Reason' (dropdown menu), 'In.CalcRev', 'Doc. Date' (03/05/2015), and 'Reconcil. Key'. The dropdown menu for 'Reversal Reason' is open, showing options like 'CMP Bill Investigat', 'Budget Billing Enrollment Current Bill' (highlighted), 'CLERK Estimate', 'CMP Bill Investigation', 'CMP Meter Reader', 'CMP Service Order', 'CMP Verify Order', 'CUST Read by Internet', 'CUST Read by Smartphone', 'CUST Read entered by CSR', and 'ISUAssess Workflow Reversal'. Below this is a table titled 'List of Reversals' with columns: Doc.R, FR, Print docu..., A..., Bil.doc.no., Status, PostingDate/BillPerd, Total Amt, and TrCurr. Two rows are visible, both with 'FR' checkboxes checked and 'Status' set to 'Unchanged'.

10. Once the documents show as reversed, exit out of the Back Office

This screenshot shows the same 'Bill Correction' interface after the reversal process. The 'Reversal Reason' dropdown is now set to 'Budget Billing Enrc'. The 'Reconcil. Key' field contains 'R9-150305-00'. In the 'List of Reversals' table, the 'Status' for both entries has changed from 'Unchanged' to 'Reversed', which is highlighted with a red box. The 'FR' checkboxes remain checked. The 'Total Amt' and 'TrCurr' values are still 942.75 USD.

11. Go to Billing work center > Cancel Budget Billing Plan
12. On the “Change Contract: Initial Screen”, hit “Enter”
13. On the next screen, scroll down and under “Payment Plan”, delete the Starting Month (and Alt.start.month if there is one)
14. Click “Save” at the top of the screen and a confirmation message appears. Overnight batch processing will re-invoice the customer for their actual usage for the current bill.
15. Be sure to record an Interaction Record that you canceled the customer from the Budget Plan with the next bill

When a customer cancels the Budget Billing Plan online effective with their current bill and there is a credit or debit in the plan, the following statement will appear during the cancellation process:

- *“If you choose to cancel the Budget Billing Plan with your current bill, the Budget Billing Plan credit/debit amount of \$xx.xx will be added/deducted to/from the current amount due. Are you sure you want to cancel your National Fuel Budget Billing Plan?”*

## BUDGET BILLING PLAN NOTES

### **Budget Billing Plan Scripting**

The Budget Plan at this address is \$\_\_\_\_\_ per month. Would you be interested in signing up?

If the customer asks for more information about the Budget Plan is, read the following:

The Budget Plan eases the strain of wintertime bills by allowing you to pay about the same amount each month, rather than paying high bills in the winter and low bills in the summer.

Your Budget Plan amount is based on a combination of: (1) cost of gas, (2) weather conditions, and (3) historic and current gas usage.

Since these factors can change, we review the Budget Plan amount periodically to ensure that it remains accurate.

The Budget Plan at this address is about \$\_\_\_\_\_ per month. Are you interested in signing up?

# DIRECT PAY GENERAL INFORMATION

## **Direct Pay**

If a customer on Direct Pay requests to go on the Budget Billing Plan with their current bill, they will be able to do so up to the day before the late payment date. Enroll the customer in the Budget Billing Plan with their current bill after doing a bill reversal. Overnight batch processing will re-invoice the customer on the Budget Billing Plan and the Direct Pay will come out for that amount the next day.

## **Direct Payment Plan methods of enrollment:**

There are only two methods to sign up for direct payment:

1. **NFG WEB:** [www.nationalfuelgas.com](http://www.nationalfuelgas.com) OR
2. **BY MAIL:** Customers can sign the **top portion of their bill (payment stub)**. However, if an account is not eligible for the direct pay program it will not contain this bill message. By signing their name next to the “X” on the top portion of the bill, they are authorizing National Fuel to save their checking account information (using the information from the check they submitted) and enroll them in the direct pay program. The customer must send their payment through the mail (National Fuel’s PO Box) for the automatic direct pay to go into effect.

The direct pay enrollment line will not be displayed on the customer’s bill if:

- They are currently on Direct Pay
  - They are coded “No Personal Check”
  - They have a past due balance
  - It is a “return to office” bill
  - They are non-residential. (Commercial Customer’s bill statements will not have the option to sign up for direct pay. If a commercial Customer requests direct pay you should advise they can enroll through our online services). Make sure the Customer checks with their bank first to make sure their bank allows Direct Pay or can have security hold removed (non-ACH get charged per trans). Otherwise, if unable to get Direct Pay, can offer the option of setting up auto pay.
  - They are on DSS, Direct Voucher
- The Direct Pay enrollment process may take up to six weeks (it will take the bank 10 to 15 days to process the application).
    - A Direct Payment Lock (type D) will be placed on the account once the Customer is enrolled in direct pay to prevent any outstanding invoices from being automatically deducted. The lock will remain in place until the next periodic invoice is sent.
  - Remind customers, as always, they must continue paying their bills until the “Amount Due” field on their bill shows the words “Direct Pay”
  - While enrolled in direct pay, customers are not eligible to have an Installment Plan
  - Direct Payment Plan screens:
    - **Business Agreement Overview:** used for viewing and cancelling Direct Pay
    - **Special Programs > Customer Options:** locks will be used to suspend Direct Pay for one month

- The CRC and all CAC's will handle inquiries, requests for one-month suspensions, and requests for cancellation.
  - Suspensions or cancellations can be made up to the day before the due date. Otherwise, the Direct Pay Plan cannot be suspended or cancelled until the next billing date.
- Payments will be collected from the customer's bank account on the due date of their current bill.
- Only the To Date Balance (TDB) on the due date will be deducted from the Direct Pay account. If a payment (Customer payment, HEAP, etc.) or a refund is posted after the bill is issued, that new total will be taken out of Direct Pay on the LPC date (not the original amount due).
  - Example: A customer is billed \$150.00 due 8/23. If they pay \$50.00 by another method manually and it posts to their account on 8/15, Direct Pay will only take out the remaining \$100.00 that is due on 8/23, rather than taking out the original amount of \$150.00.
- Customers can still contribute to Neighbor-for-Neighbor with a pledge.
- Payment can be taken from a Third Party's bank account as long as the Third Party completes the authorization and provides the required bank documents.
- Customers will be sent letters confirming activity on the plan.
- Customers will be sent a monthly bill with a message stating that they are on Direct Payment, the payment amount, and the payment date.
- The Direct Payment Plan will pay final bills.
- Final Bill Installment Plans cannot be made on Direct Pay accounts. You must cancel Direct Pay.
- Participation in Direct Payment is intended for residential accounts. Small businesses may join if their bank allows Electronic Debit transactions.
- **DO NOT** take any bank account information over the phone.
- The bank account information will be masked on the **Business Partner Overview and the Business Agreement Overview** screens. This only affects viewing the routing number and bank account number. This will not affect your ability to cancel or suspend a Customer's Direct Pay. If you have a business need to view all the bank information, please see a manager.
- The direct pay will automatically cancel for customers who have two returned payments within a 12 month period. A new original bill will be sent out and the account code will be set to "No Personal Check" as well.

### **DIRECT PAY - ONLINE**

A customer must sign up for online services before setting up direct pay. After they are logged in (using user name and password) they can sign up for Direct Pay. Once logged in, click on "Direct Pay" from the options on the left side of the page. There it will ask for a routing number and bank account number. After they enter this information they hit "Enroll".

If a Customer is enrolled in the Direct Payment Plan and wants to make "Direct Pay" changes on the NFG web, they can do so up to the day before the LPC date. If they attempt to make modifications that do not fall within this time frame, the following message will appear:

#### **DIRECT PAYMENT OPTIONS:**

*Your account is not currently available for changes until after the payment for your current bill is processed. Please return to this web page after your bill due date has passed.*

*If you require immediate assistance, please [contact us](#).*

The customer **can only** make Direct Pay modifications by clicking on the “Direct Pay” link. Any modifications a customer makes to their checking and/or savings account(s) under the “Change Payment Account Information” (found by clicking on “Manage Profile” and then “Payment Accounts”) **will not** change the checking or savings account information under the “Direct Pay” program.

If the Customer needs to cancel their enrollment before their next bill mails, the phone representative may do so by going to the **Business Agreement Overview** screen. Suspensions or cancellations can be done up to the day before the due date. Otherwise, the Direct Pay Plan cannot be suspended or cancelled until the next billing date.

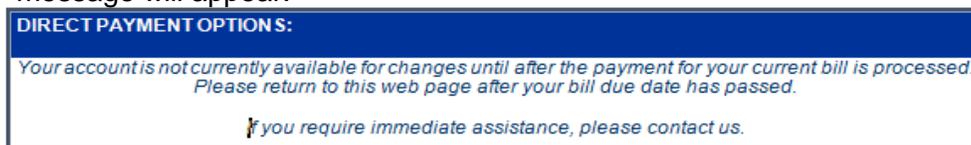
### **CHANGE OF BANK ACCOUNT**

When changing bank accounts on the Direct Payment Plan, the following is required:

- If the Customer wants to change their bank account information, you must first cancel their current direct pay and advise them to sign their next bill stub.

#### **OR**

- If a Customer is enrolled in the Direct Payment Plan and wants to make “Direct Pay” changes on the NFG web, they can do so up to the day before the LPC date. If they attempt to make modifications that do not fall within this time frame, the following message will appear:



**Note:** The original authorization did advise the Customer that this would be required if there was a change of bank or account number.

### **CANADIAN BANKS**

Customers CANNOT participate in the Direct Payment Plan using a Canadian bank. Canadian banks are not associated with ACH. We do not accept online payments (NFG Website) from Canadian banks.

### **CANCELLING DIRECT PAY**

To cancel Direct Pay:

1. Go to **Overviews > Business Agreement Overview**, the Direct Pay Bank details will be displayed in the “General Data” and “Payment Data” sections
2. Click the “Edit” button at the top of the screen
3. In the “Payment Data” section:
  - a. Click the “Payment Method” drop down and choose the “blank” line
  - b. Click the “Bank Details” drop down and choose the “blank” line
4. Click “Save”
  - a. The “Incom. Pmnt Meth” should then automatically switch to the “blank” line in the “General Data” section; if not, click “Edit” again, manually choose the blank line, then click “Save” again
5. Advise the customer to make manual payments, or sign up for Direct Pay with their new bank account information by either of the two normal methods (online or by mail)
  - (Note: The “Bank Details” on Business Partner Overview **do not** have to be removed for Direct Pay to be canceled)

- You do not need to issue a new bill after canceling direct pay. Once direct pay is cancelled it will not take out any money from the account even if the last bill says it would be taken from direct pay.
- Direct Pay can be cancelled up to the day before the Direct Pay withdrawal date
- Scenario:
  - customer wants their Direct Pay cancelled as of today (4/4)
  - The Direct Pay withdrawal date is 4/5
  - Direct Pay will be cancelled
  - Any cancel request 4/5 or later cannot be processed

**NOTE:** Once you have canceled Direct Pay and clicked “Save”, the customer would have to re-enroll in either of the two normal ways if they wanted to go back on Direct Pay

### **SUSPENDING DIRECT PAY**

- To suspend the Direct Pay for the current month, create a lock using **Special Programs > Customer Options** and use lock type “M – Direct Pay Extension”
  - This lock will suspend the Direct Pay until the expiration date of the lock
  - Anything still due on the Business Agreement will be taken out of Direct Pay the day after the lock expires
  - General rule is to NOT extend the due date past the next bill mailed date

- ✓ Suspending Direct Pay would be done for the following scenario: customer calls in and does not want their direct payment to come out of their bank account for this month’s current bill and will pay by cash, credit card or other bank account instead. Example:
  - Current bill due date: 11/15
  - Customer will pay on 11/16
  - Place direct pay lock until at least 11/17 (make sure the payment has time to post depending on how and where they make the payment)

**NOTE:** If the customer is able to pay by any other method **BEFORE** the original due date that the Direct Pay is set to come out, no lock will need to be placed. If the balance is \$0.00 on the Direct Pay date, then the system will not pull anything from the Direct Pay account since nothing will be due.

## **DIRECT PAY REMINDERS**

When a Customer is on Direct Pay, you may alter the amount being deducted when a Bill Correction is processed or with Budget Billing Plan enrollment up to the day before the late payment date. Also, you can suspend or cancel Direct Pay up to the day before the late payment date.

## **EPAY BILL**

A customer can enroll in “Automatic Payments” and allow payments to be made similar to that of the “Direct Payment Plan”.

Allows customers to enter their banking information, have it stored on their online service account and lets them manage the way they want to pay their total balance each month. Customers can set up an automatic payment schedule, make a single payment, or continue to pay their bills the way they do now.

<b>Enrolled Accounts</b>			
<u>Service Address</u>	<u>Account Number</u>	<u>Payment Mode</u>	<u>Status</u>
2269 MAIN ST LOWR	6636901-11	<b>Manual</b>	<b>Enrolled</b>
		<input type="button" value="Add Automatic"/>	<input type="button" value="Deactivate"/>
<b>Enrollment Date:</b> 01/04/2013	<b>Customer Name:</b> MELISSA BALBUZOSKI		
<b>Amount Due:</b> \$161.61	<b>Due Date:</b> 01/03/2019	<b>Paper Bill:</b> On	<input type="button" value="Turn Paper Bill Off"/>
<input type="button" value="View Statements"/>	<input type="button" value="Make a Single Payment Now"/>	<input type="button" value="Payments"/>	<input type="button" value="View Notes"/>

## **BANK ROUTING NUMBER CHANGE (EBPP customers who are enrolled for automatic payments)**

When the customer’s bank routing number changes from the one that’s used on Epaybill, we will automatically make the change when the funding institution’s information is bounced off our Financial Database. When a customer makes a payment through Epaybill using the originally stored bank account information, they will receive an onscreen “Payment Information” confirmation. This confirmation screen will display the bank’s updated routing number and not the one that was originally stored by the customer.

To avoid confusion, advise the customer:

- It’s best they verify this information with their bank
- Update (modify) their bank information on our Website

# REFUNDS

## CREDIT REFUNDS ON ACTIVE ACCOUNTS

BPEM Cases will be used for all credit refunds:

- Choose “Customer Refund Request” from the “Case Category/Priority:” drop down
- If a customer is calling to have a duplicate payment refunded, the customer either needs to:
  - Provide us proof that both payments have cleared by faxing a copy of their bank statement to Jamestown at 716-661-1999
  - Mailing a copy of the statement to the Jamestown CAC
  - If the customer doesn't want to or can't provide proof of their overpayment/duplicate payment, then after 30 days of the BPEM request coming to Jamestown, the representative will process it.
- Credits resulting from HEAP, DSS, or Rental Assistance payments are not refunded to the customer.
- Belmont payments are refunded to the customer (only one refund per year)
- Most active credits are refunded at the customer's request
- Verify correct mailing address and phone number
- Check to make sure the customer does not owe money on another account
- Update the Interaction Record with the reason for refund request and who requested the refund
- Refunds:
  - Under \$500 – automatically receives a check from accounts payable.
    - Refunds will take up to 5 business days to process.
  - \$500-\$999 – Refund requests are reviewed via SAP Inbox before being generated.
  - Over \$999 - General Manager reviews refund request via SAP Inbox before refund is processed.
- Once a check is issued, amount, date and check number will appear on the Interaction Record.

## REFUND CHECK

- The “invoice number” listed on a credit refund check is the Business Agreement for the gas account with the credit being refunded.
- If the credit refund is for a restoration order, the invoice number is the DRO number.
- National Fuel's check number is on the Interaction Record (see below).

6607900860 730-BAL TRANSFER/REFUND		
Note		
05/25/2017	02:23:38	BTCHFICA
Check Number: 0000196038 & Amount: 238.79 & Check Date: 05/24/2017		

- The date the refund check has been approved will be noted in the Interaction Record as well. The actual check is not issued to the Customer until the following Monday, Wednesday or Friday.
- Refund Checks may only be issued to the account holder's name.

## **UNCLAIMED REFUND CHECKS & ESCHEATMENT**

When a credit or Security Deposit refund check on a final billed account is determined to be undeliverable by the post office the check is returned to National Fuel and:

- Attempts are made to send the check to the correct mailing address
- An Interaction Record is added when the check is returned and is being held due to an invalid mailing address
- These checks are held until further action is required. Control Group holds the checks
- If we are notified of the correct mailing address while the check is in the held status, the check can be mailed to the correct address or if necessary reissued.

Escheatment is the process of turning over unclaimed or abandoned property to a state authority, such as if a person dies without a will.

Accounts Payable identifies checks that are not cashed within six months of their original issue dates. These checks may or may not have been returned by the post office but the fact that they were not cashed gives them the distinction of “unclaimed”. Unclaimed checks are subject to the escheatment process. When a refund check is determined to be unclaimed the original check is voided and a replacement check is issued payable to the escheatment fund. Until we send the escheatment check to the state, which is generally about a year after the original check was escheated, the customer is able to request the refund from National Fuel. You will need to check with Accounts Payable to learn the status of the unclaimed check. Once the payment has been made to the state, the Customer will need to petition the state for the refund.

## **CREDIT REFUNDS ON FINAL BILLED ACCOUNTS**

Credits refunds on final billed accounts will automatically be sent after the final bill due date, unless the balance transfers to another account before then.

BPEM Cases will be used for all credit refunds when necessary:

- Credits on final bills are to be transferred or refunded **to the Customer of record**.
- Credit balances:
  - Less than \$1.00 is refunded only when specifically requested by the BP.
  - Final bills between \$0.01 and \$0.99 will be automatically transferred to the Neighbor for Neighbor Fund.
- Refunds of credits on an inactive account:
  - Less than \$250.00 is automatic if no accounts are located to transfer final credit balance. It is not necessary to initiate the request of any final credit refund less than \$250 as the billing system monitors these credits.
  - Greater than \$250 may be issued provided care is taken to verify that the amount of the credit refund is correct.
- Do the following before issuing refund request:
  - Check the Interaction Record to determine if there is a pending refund request
  - Check the Interaction Record and the “Display Locks” Screen for pending adjustment, billing issues or disputes such as:
    - Switched meters
    - Switched person (A person being billed at an incorrect meter location)
    - Non-registering meter
    - Do not issue the refund request until the billing corrections, if any, have been completed or the dispute has been answered and closed

- Verify:
  - That there are no payment processing errors
  - That there are no double payment postings
  - That there are no unusual payment amounts
  - Suspected payment-processing errors, if any, with Remittance Processing.
- Check to see that there has been a recent company or Customer meter reading and that the usage looks in line with the Account History. If the consumption associated with the final bill does not look in line with Account History, and there has not been a company or customer Read within the past six months, ask the customer to provide a meter reading to verify the final reading. If the customer is unwilling or unable to provide the reading:
  - Schedule a Verify Read order.
  - Wait for the results of the Verify Read Order before issuing the final credit.
- If the Customer has a new active account and prefers to have the credit refunded rather than applied to bills at the new account, wait until the final credit has been transferred to the active account before creating a refund request on the active account.

### **LOST OR DESTROYED REFUND CHECKS**

If a customer calls and they lost or destroyed a refund check, the following procedures should be followed:

- Verify the person you are speaking to.
- Verify the phone number, spelling of name and mailing address.
- Fill out “Check Refund Action Form” (found in the CRC & CAC Resource Center). Using “Requested Action” – “Void check with no re-issue”.
- The check number is found on the Interaction Record. Accounts Payable department (extension 6907) will then complete the requested check fund action (void, verify, re-issue, etc.)

### **REPLACEMENT CHECK (WRONG PAYEE OR RATEPAYER OF RECORD DECEASED)**

Advise the customer to send the check back to us regardless of the condition of the check. This will save on time and expense of issuing a stop payment on the check. Advise the caller:

1. The replacement check can be made payable to the estate of the person whose name was on the account. Documentation of the estate is required from the requesting party – **OR** –
2. If the estate has been settled, the replacement check will be reissued, provided we receive proof of death and requested party’s responsibility for the account.

Advise the caller to send documentation and **original check** to:

National Fuel  
 Attention: Correspondence Department  
 409 Main St.  
 Buffalo, NY 14203

# **BALANCE TRANSFERS**

Customers may request a balance to be transferred from one account to another (whether active or inactive). Balance transfers will be handled by BPEM Cases (Choose "Transfer Account Balance" as the Case Category).

## **TRANSFERS SHOULD ONLY BE MADE IF THE FOLLOWING CONDITIONS EXIST:**

- Accounts must have the **EXACT** name and social security number to correct payment posting errors.
- If it's a credit balance transfer (**DO NOT** transfer a credit due to HEAP benefits or any other type of benefit)
- If a Neighbor for Neighbor contribution credited in error, see a Floor Supervisor or your monitoring coach to have it reversed (transferred back to a Customer's original account).

## **HEAP CREDITS TRANSFERRED FROM ONE ACCOUNT TO ANOTHER**

If a customer needs their HEAP credit transferred from an old account to their current account (ie. Customer moves, or HEAP grant posts to old account in error), a BPEM must be issued to the Special Assistance Group, with the "priority" changed to "Very High". The BPEM Case Category "Transfer Account Balance" will not work in this scenario.

## **FINAL BILL BALANCE TRANSFERS**

When a Customer calls regarding final bill amounts being transferred from one of their accounts to another account, advise them the balances are only transferred when the bills are not paid by the late payment charge date.

# EXTRA SECURITY PLAN - ESP

Extra Security Plan extends due date for qualifying customers.

## Qualifications:

- Must receive social security or permanent disability benefits
- Must be a residential account
- Must have good credit history (interpreted as being no more than one month in arrears)
- Account cannot be on an Installment Plan
- All low income customers are eligible for enrollment, regardless of their current due date

## Benefit:

- ESP will prevent late payment charges from being assessed after the normal 23 day LPC date. This plan will essentially put a LPC lock on the account so that each bill will be due right before the next bill is mailed.
- Customers enrolling in ESP will have a due date of the day before their next bill is sent out.

## Enrollment:

After determining a customer is eligible for ESP:

1. Go to **Special Programs > Customer Options**
2. Select “ESP” from the “Special Program/Pledge Type” dropdown then “Continue”

Special Program & Pledge

Active Special Program/Pledge:

SP1	SP2	SP3
-----	-----	-----

No result found

Inactive Special Program/Pledge:

SP1	SP2	SP3
-----	-----	-----

No result found

Create:

Special Program/Pledge Type:

- Bankruptcy
- EAF / EAA
- FBD
- ESP
- HEAP
- Income & Expense

Continue Back

3. Select the radio button next to “Enroll”
4. Select “Save” and the system will validate

Create Extra Security Plan

Menu Save Back Exit Cancel System

Contract Account: 722238407 Customer Type: Residential New York

Name: SWYGERT ANTONIA

Service Address: 80 WILSON LOWR

City/State/Zip: LACKAWANNA NY 14218

ESP

Enroll  Cancel

Last Status Date:

Payment Terms: NY23

Save Exit

# Examples of Customer Bills

Bill on BBP:



1809

**Account Due**  
**DIRECT PAY**

We will automatically deduct \$200.00 from your checking account on October 17, 2018.

LISA N SHARP  
242 ASHWOOD LN  
ORCHARD PARK NY 14127-4852

**Account Number 5395075 05**

---

A-31-EKH-AM-04392-15

15-AT LISA N SHARP  
242 ASHWOOD LN  
ORCHARD PARK NY 14127-4852



539507505 00000000000000000000000020000009



[View Current Bill Inserts](#)

[View Your Rights & Responsibilities](#)

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**National Fuel**

**FOR EMERGENCIES CALL: 1-800-444-3130**

For questions or service call National Fuel: (716) 686-6123 7:00am to 6:00pm Mon-Fri

We will automatically deduct \$200.00 from your checking account on October 17, 2018.

Account Number: 5395075 05  
Service Address: 242 ASHWOOD LN  
Name: LISA N SHARP  
Service Classification: 01-SC01 - NY RESIDENTIAL SALES

**General Information**

Your Natural Gas Delivery Company is:  
NATIONAL FUEL GAS DISTRIBUTION CORPORATION  
2875 UNION RD  
SUITE 44  
CHEEKTOWAGA NY 14227  
Office Hours: Monday-Friday 8:15am to 4:30pm  
WWW.NATIONALFUELGAS.COM

Your Natural Gas Supplier is:  
NATIONAL FUEL GAS DISTRIBUTION CORPORATION  
2875 UNION RD  
SUITE 44  
CHEEKTOWAGA NY 14227  
WWW.NATIONALFUELGAS.COM

**Account Summary as of September 21, 2018**  
(Complete detail of Current Month Charges on reverse side)

Last Month's Ending Balance	302.55
Direct Debit Payment Received	-302.55
Balance Remaining	0.00
National Fuel Budget Plan Monthly Payment Amount	200.00
<b>Total Account Balance</b>	<b>200.00</b>

**Budget Plan Summary**

National Fuel	
Plan year ends: Aug 2019	
Current Month Charges:	392.55
Budget Plan Deduct:	-192.55
Monthly Budget Plan Amount:	200.00
Actual Charges Year to Date:	392.55
Budget Billed Year to Date:	200.00
Plan Difference Year to Date:	192.55

**Usage History**

Daily Average Temperature this period: This year 72° Last year 65°

**Gas Usage**

Meter No.	Present Read Date	Present Read	Present Read Type	Prev. Read Date	Prev. Read	Prev. Read Type	Additional CCF	Total Meter CCF
41898144	09/18/2018	2433	COMPANY	08/20/2018	1833	ESTIMATED	0	600
Total Consumption (ccf) for 29 days								600
12 Month Total Usage 3594 ccf								600
						12 Month Average 299 ccf		
								Next Meter Read on or about 11/16/2018

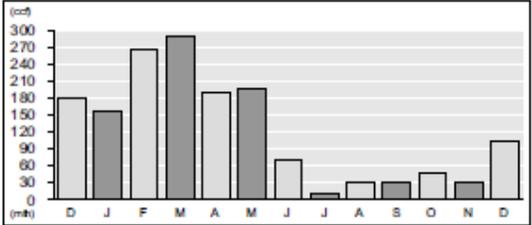
Final Bill:

	PO Box 371835 Pittsburgh PA 15250-7835 <b>National Fuel</b>	Please make check payable to National Fuel or pay online at <a href="http://www.nationalfuelgas.com">www.nationalfuelgas.com</a> . <b>Amount Due</b> <b>\$591.22</b>
MARGARET DUNN 532 WINSLOW AVE BUFFALO NY 14211-1362	1607	Please pay by <b>August 3, 2016</b> to avoid a 1.5% late payment charge. Please donate to the Neighbor-For-Neighbor Heat Fund by adding \$1, \$2, or \$5 to your payment.
<b>Account Number 4023091 11</b>		
Return this stub if paying by mail. Bring entire bill if paying in person. To pay online go to <a href="http://www.nationalfuelgas.com">www.nationalfuelgas.com</a> .		
A-17-MSH-AM-01351 07-MA MARGARET DUNN 532 WINSLOW AVE BUFFALO NY 14211-1362	4023091111 000000000000059724000059122007	<a href="#">View Current Bill Inserts</a>  <a href="#">View Your Rights &amp; Responsibilities</a>
<div style="border: 2px solid red; padding: 2px; display: inline-block;"><b>FINAL BILL</b></div> 		

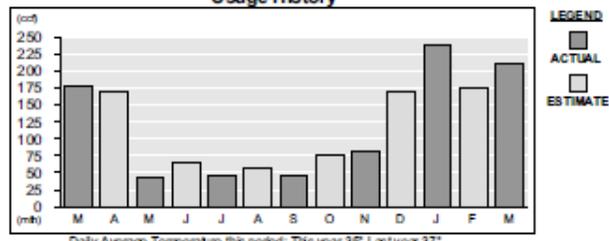
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	PO Box 371835 Pittsburgh PA 15250-7835 <b>National Fuel</b>	Please make check payable to National Fuel or pay online at <a href="http://www.nationalfuelgas.com">www.nationalfuelgas.com</a> . <b>Amount Due</b> <b>\$67.98</b> Please pay by <b>January 5, 2017</b> to avoid a 1.5% late payment charge. Please donate to the Neighbor-For-Neighbor Heat Fund by adding \$1, \$2, or \$5 to your payment.																																													
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<b>Messages</b> <b>NOTIFICATION OF BILL CORRECTION</b> --This bill is for gas used through December 2, 2016. The reading shows we have billed you incorrectly for 1 month. Please disregard the prior bill for the same period. We are sorry for any inconvenience that this may have caused you. If you cannot pay this bill in full by <b>January 5, 2017</b> , you may pay this corrected bill in regular monthly installments. Please visit your local office if a payment agreement is needed. There is a <b>previous balance on your account</b> . Your payment will be appreciated. HEAP can help keep your heat on. Don't wait until you can't manage your home heating costs. Assistance with paying your winter bills is available to income eligible customers. For income guidelines and how to apply, visit <a href="http://www.HEAPhelps.com">www.HEAPhelps.com</a> or call National Fuel's HEAP hotline at 1-877-443-2743. All customers may apply by mail. You may also apply in person at your local Department of Social Services. Your utility bill includes charges for the sale and delivery of your natural gas supply, as well as various state and local taxes, fees,																																															
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Bill with Marketer:

	PO Box 371835 Pittsburgh PA 15250-7835 <b>National Fuel</b> <sup>®</sup>	Please make check payable to National Fuel or pay online at <a href="http://www.nationalfuelgas.com">www.nationalfuelgas.com</a> .																
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Account Number: <b>5340429 07</b> Service Address: <b>123 ASHWOOD LN</b> Name: <b>GARY J DEREN</b> Service Classification: <b>02-NY CHOICE RESIDENTIAL</b>	<b>Account Summary as of March 22, 2017</b> (Complete detail of Current Month Charges on reverse side)																	
<b>General information</b> Your Natural Gas Delivery Company is: NATIONAL FUEL GAS DISTRIBUTION CORPORATION 2875 UNION RD SUITE 44 CHEEKTOWAGA NY 14227 Office Hours: Monday-Friday 8:15am to 4:30pm WWW.NATIONALFUELGAS.COM	<table border="1" style="width:100%; border-collapse: collapse;"> <tr> <td>Last Month's Ending Balance</td> <td style="text-align: right;">152.39</td> </tr> <tr> <td>Billing Adjustment</td> <td style="text-align: right;">112.42</td> </tr> <tr> <td>Payments Received Since Last Bill</td> <td style="text-align: right;">0.00</td> </tr> <tr> <td>Balance Remaining</td> <td style="text-align: right;">264.81</td> </tr> <tr> <td>AMBIT ENERGY Supply Charges</td> <td style="text-align: right;">79.74</td> </tr> <tr> <td>National Fuel Delivery Charges</td> <td style="text-align: right;">59.25</td> </tr> <tr> <td>National Fuel Late Payment Charge</td> <td style="text-align: right;">3.97</td> </tr> <tr> <td><b>Total Account Balance</b></td> <td style="text-align: right;"><b>407.77</b></td> </tr> </table>		Last Month's Ending Balance	152.39	Billing Adjustment	112.42	Payments Received Since Last Bill	0.00	Balance Remaining	264.81	AMBIT ENERGY Supply Charges	79.74	National Fuel Delivery Charges	59.25	National Fuel Late Payment Charge	3.97	<b>Total Account Balance</b>	<b>407.77</b>
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National Fuel Late Payment Charge	3.97																	
<b>Total Account Balance</b>	<b>407.77</b>																	
Your Natural Gas Supplier is: AMBIT NEW YORK, LLC 1801 N LAMAR ST SUITE 200 DALLAS TX 78744 1-877-282-6248	<b>Payment Agreement Information</b> <table border="1" style="width:100%; border-collapse: collapse;"> <tr> <td>AMBIT ENERGY Supply Charges</td> <td style="text-align: right;">79.74</td> </tr> <tr> <td>National Fuel Delivery Charges</td> <td style="text-align: right;">59.25</td> </tr> <tr> <td>Payment Agreement Installment</td> <td style="text-align: right;">42.97</td> </tr> <tr> <td>Amount to Bring Agreement Current*</td> <td style="text-align: right;">152.39*</td> </tr> <tr> <td>Amount Due on Agreement</td> <td style="text-align: right;">334.35</td> </tr> </table>		AMBIT ENERGY Supply Charges	79.74	National Fuel Delivery Charges	59.25	Payment Agreement Installment	42.97	Amount to Bring Agreement Current*	152.39*	Amount Due on Agreement	334.35						
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Amount to Bring Agreement Current*	152.39*																	
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<b>Budget Plan</b> Have you considered the Budget Plan? If you enroll in the Budget Plan, having level and predictable monthly gas bills can help with budgeting your expenses. Please go to our website to enroll or call us.	*Immediate payment of this amount is necessary to prevent disconnection. Please see message on the back of the stub.																	
	<b>Usage History</b>																	
																		
	<b>Gas Usage</b>																	
Meter No. <u>437757</u> Present Read Date <u>03/20/2017</u> Present Read <u>6543</u> Present Read Type <u>COMPANY</u> Prev. Read Date <u>02/17/2017</u> Prev. Read <u>6331</u> Prev. Read Type <u>ESTIMATED</u> Additional CCF <u>0</u> Total Meter CCF <u>212</u>	Total Consumption (ccf) for 31 days <u>212</u> 12 Month Total Usage 1382 ccf      12 Month Average 115 ccf      Next Meter Read on or about 05/18/2017																	

Direct Pay:



PO Box 371835  
Pittsburgh PA 15250-7835  
**National Fuel**

1703

**Amount Due  
DIRECT PAY**

PAULA J RESETAR  
45 ASHWOOD LN  
ORCHARD PARK NY 14127-4823

We will automatically deduct \$97.17 from your checking account on April 15, 2017.

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**Account Number 5015007 03**

A31-POR-AM-0273-16

13-AT PAULA J RESETAR  
45 ASHWOOD LN  
ORCHARD PARK NY 14127-4823



501500703 0000000000000000000000009717003



[View Current Bill Inserts](#)

[View Your Rights & Responsibilities](#)

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**FOR EMERGENCIES CALL: 1-800-444-3130**

**National Fuel**

Account Number: **5015007 03**  
Service Address: **45 ASHWOOD LN**  
Name: **PAULA J RESETAR**  
Service Classification: **02-NY CHOICE RESIDENTIAL**

**General Information**  
Your Natural Gas Delivery Company is:  
**NATIONAL FUEL GAS DISTRIBUTION CORPORATION**  
2875 UNION RD  
SUITE 44  
CHEEKTOWAGA NY 14227  
Office Hours: Monday-Friday 8:15am to 4:30pm  
[WWW.NATIONALFUELGAS.COM](http://WWW.NATIONALFUELGAS.COM)

Your Natural Gas Supplier is:  
**NOCO ENERGY CORP.**  
2440 SHERIDAN DR, SUITE 202  
TONAWANDA, NY 14150-9493  
1-888-630-6626  
[WWW.NOCO.COM](http://WWW.NOCO.COM)

**Budget Plan**  
Have you considered the Budget Plan?  
If you enroll in the Budget Plan, having level and predictable monthly gas bills can help with budgeting your expenses.  
Please go to our website to enroll or call us.

**FOR questions or service call National Fuel: (716) 686-6123 7:00am to 6:00pm Mon-Fri**

We will automatically deduct \$97.17 from your checking account on April 15, 2017.

**Account Summary as of March 22, 2017**  
(Complete detail of Current Month Charges on reverse side)

Last Month's Ending Balance	87.47
Direct Debit Payment Received	-87.47
Balance Remaining	0.00
NOCO NAT GAS Supply Charges	48.91
National Fuel Delivery Charges	48.26
<b>Total Account Balance</b>	<b>97.17</b>

**Usage History**

Daily Average Temperature this period: This year 35° Last year 37°

**Gas Usage**

Meter No.	Present Read Date	Present Read	Present Read Type	Prev. Read Date	Prev. Read	Prev. Read Type	Additional CCF	Total Meter CCF
791875	03/20/2017	9374	COMPANY	02/17/2017	9237	ESTIMATED	0	137
Total Consumption (ccf) for 31 days								137
12 Month Total Usage 807 ccf								12 Month Average 67 ccf
								Next Meter Read on or about 05/18/2017

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**Messages**

Thank you for your payment.  
We will automatically deduct \$97.17 from your checking account on April 15, 2017.  
Compare your ESCO/Marketer bill to what you would have been billed if you purchased your gas from National Fuel at [www.natfuel.com/histbillcalc](http://www.natfuel.com/histbillcalc).  
Your utility bill includes charges for the sale and delivery of your natural gas supply, as well as various state and local taxes, fees, surcharges and assessments.

Shut Off Notice:

 PO BOX 371855 PITTSBURGH PA 15250-7835 <b>National Fuel</b> GARY J DEREN 123 ASHWOOD LN ORCHARD PARK NY 14127-4848 1704	<b>FINAL NOTICE OF SHUT OFF</b> Make Check Payable to: <i>national fuel</i>	<b>Amount Due To Avoid Shut Off: \$264.81</b>
<b>Account Number: 534042907</b>		
<b>THIS IS A FINAL DISCONNECTION NOTICE. PLEASE REFER TO THIS NOTICE WHEN PAYING THIS BILL</b>		
A-25-SCH-QM-00180-1 GARY J DEREN 123 ASHWOOD LN ORCHARD PARK NY 14127-4848 	534042907 00000000000000000000000026481004 	AT
<b>Account Number: 534042907 This is a Final Disconnection/Termination/Suspension (Shut Off) Notice</b> Name: GARY DEREN Service Address: 123 ASHWOOD LN ORCHARD PARK, NY Your gas service may be shut off at a time legally authorized on or after <b>April 16, 2017</b> because as of April 01, 2017 we have not received payment for the overdue amount of \$264.81. National Fuel will discuss an account only with the customer of record or a person who has power of attorney. <b>What you should do to keep your gas on:</b> You can avoid the shut off by paying \$264.81. Other options may be available. Please call us at: <b>716-686-6123</b> or visit us at: <b>2875 UNION RD SUITE 44 CHEEKTOWAGA, NY 14227</b> or any of our other offices.		<b>April 01, 2017</b>
<i>Alternatively, prior to the shut-off date you may reinstate your payment agreement by paying the reinstatement listed on your latest bill.</i>		
<b>What would happen if we shut off your gas:</b> If service is shut off it can be turned on by payment in full of \$264.81 or if you are eligible, by making a satisfactory payment agreement at one of our customer assistance centers. Even if you are unable to pay the full amount, we strongly urge you to contact us. Emergency help may be available. Contact your local Department of Social Services to apply.		
If your service is shut off, to have it turned back on you will be required to pay: Arrears: \$264.81. After reconnection, you will be charged a Reconnection Fee: \$73.92 (Plus Applicable Tax).		
NOTE: This is a final disconnection/termination/suspension notice for shut off of gas service for non-payment of gas delivery and commodity charges. This includes Market charges that have been purchased by National Fuel. You will not receive separate notices for disconnection, termination, or suspension.		
If you are not able to keep your agreement due to a significant change in financial circumstances beyond your control, please contact us immediately at 1-800-365-3234 because a new agreement may be available. If it is determined you are not eligible for a new repayment agreement with National Fuel, assistance may be available through Social Services. You may be required to provide proof of income and expenses to National Fuel before Social Services will provide assistance. You may contact Social Services by calling 716-858-8000.		
If you are moving to a different residence, please be aware that your change in residence will not delay National Fuel's right to shut off your gas service. All collection activity will transfer over to your new account and service at your new residence may be shut off as early as the date specified on the shut off notice for your prior residence.		
<b>Account Current Balance: \$407.77</b> You have important rights and responsibilities under the Home Energy Fair Practices Act (HEFPA). A summary appears on the back of this notice.		

### Summary of Your Rights and Responsibilities

**Disconnecting Service:** Your service will not be disconnected, terminated, or suspended (shut off) before the shut off date. We also cannot shut off on Fridays, Saturdays, Sundays, holidays, the day before a holiday, during evening hours, or a two-week period that includes Christmas and New Year's.

**Dishonored Payments:** If payment in response to a notice of disconnection (shut off), termination, or suspension is subsequently dishonored, gas service will be shut off without any additional notice.

**Restoring Service:** If your service is shut off, we will turn it back on if you pay the overdue bills or if eligible, sign a deferred payment agreement and make a down payment, if required. You may later have to pay a deposit or reconnection fee, or both. However, you would be entitled to a payment plan for these also.

**Payment Plans:** If you can't pay the amount you owe in full, please contact us so we can try to work out an installment payment agreement you can afford. Proof of all income and expenses is needed to negotiate a fair and equitable payment agreement. You may also wish to consider our leveled payment plan which evens out monthly payments throughout the year. If you wish, you can go on the plan when you sign the payment agreement.

**Special Protections:** Contact us immediately at **1-800-365-3234** if any of the following apply:

**Medical Emergencies:** If a medical doctor certifies that a medical emergency exists or that you require life support equipment, we must continue service for at least 30 days.

**Elderly, blind, disabled:** If everyone in your household is 62 or older, 18 or younger, or blind or disabled and we are unable to work out a payment plan, we will contact the Department of Social Services and continue service for 15 business days while your situation is reviewed.

**Heat-related service in winter:** If between November 1 and April 15 the loss of heat-related service is likely to cause a serious health or safety problem, we will refer your case to Social Services and continue service during their review.

**Public Assistance and SSI:** If you receive public assistance or SSI benefits, you may be able to prevent a shut off by contacting both us and Social Services.

If you believe your bill is wrong, please contact us. National Fuel has procedures for handling complaints. Your service will not be shut off while we investigate your bill as long as you pay the amount not in dispute and continue to pay all future bills.

**Emergency Hotline:** If your service has been, or is about to be, shut off you can call the PSC at the toll-free Hotline, **1-800-342-3355**, for help. The Hotline is staffed from 7:30 am to 7:30 pm on business days.

*national fuel gas distribution corporation*