

GENERAL TERMS AND CONDITIONS

- b) Such reduction is conditioned on Northern's reasonable verification that the firm industrial customer was and is being served exclusively by Northern on a firm basis. A hardship request may be submitted at any time prior to or after the actual loss of load provided the date on which the load was lost is specified.

A TF Shipper which is eligible for hardship relief shall submit to Northern an affidavit identifying the lost load(s), the date on which such load was lost, and the firm entitlement level associated with such lost load. The TF Shipper shall specify the level of service within each TF tier which should be reduced as a result of the loss.

Northern shall reduce the level of service within each TF tier as specified by the TF Shipper to the first of the month following the date on which the load was lost if the hardship request was filed within thirty (30) days of such loss; otherwise, to the first of the month following the date on which its hardship request was actually filed.

- c) To the extent that the firm industrial customer does not exclusively purchase or transport all volume from Northern, Northern will provide hardship relief on a prorata basis to its portion of all the TF Shippers firm requirements if the TF Shipper receives commensurate relief from all other pipelines. However, if Northern bypasses directly to a firm enduser of a TF Shipper, Northern will provide hardship relief equal to the firm quantity associated with such bypass.
- d) Paragraphs a and b will also apply to a firm direct customer of Northern.
- e) Pregranted abandonment authorization shall be in effect for reductions made pursuant to this Section 42.