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PSC NO: 12 GAS LEAF: 427.14 COMPANY: THE BROOKLYN UNION GAS COMPANY REVISION: 2 INITIAL EFFECTIVE DATE: 01/01/17 SUPERSEDING REVISION: 1

STAMPS: Issued in compliance with Orders in C.16-G-0059 and C. 15-G-0185 dated December

16, 2016

SERVICE CLASSIFICATION NO. 20 (Continued)

M. OPERATIONS (continued)

1. Gas Delivery Nomination Procedures:

The Gas Delivery Nomination Procedures for all transportation customers are described in the Company's Gas Transportation Operating Procedures Manual, Section IV and Section V, as filed with the Public Service Commission.

2. Communications Protocols:

The Communications Protocols for all transportation customers are described in the Company's Gas Transportation Operating Procedures Manual, Section VII, as filed with the Public Service Commission. Effective October 2012, the Company will maintain a database of contact information for all of its interruptible customers and interested stakeholders (e.g., DPS Staff, ESCOs, NYSERDA and oil associations). This database will be used to provide notifications to these customers and stakeholders regarding the Company's interruptible service, including: forecast temperatures, potential interruptions, and the initiation/conclusion of actual interruptions. These notifications will be sent via multiple mediums, such as telephone, electronic mail and text message. Beginning October 2012, the Company will perform an annual communications test during which interruptible and temperature controlled customers will be asked to confirm their contact information.

- a) The Company will commence daily communications with all demand response parties as soon as weather forecasts project outside temperatures to be 20 degrees or below for the upcoming three consecutive days or during times when three days of consecutive customer interruptions occur.
- b) The Company will implement daily communications with demand response customers (email, mobile text messages, fax or phone call), during an interruption and, at a minimum at least one time at the end of every interruption to remind customers to replenish alternate fuel inventories as needed to maintain minimum levels.

Issued by: Kenneth D. Daly, President, Brooklyn, New York