

PSC NO: 1 GAS LEAF: 63
COMPANY: KEYSpan GAS EAST CORP. DBA BROOKLYN UNION OF L.I. REVISION: 1
INITIAL EFFECTIVE DATE: 09/03/03 SUPERSEDING REVISION: 0
STAMPS: Issued in compliance - C.99-M-0631 and C.03-M-0117 dated 6/20/03

GENERAL INFORMATION

II. Rules and Regulations (continued):

4. Company-Initiated Discontinuance of Service and Complaint Procedure (continued):

- H. Complaint Procedure: Any complaint filed with the Company regarding disputed bills, charges, deposits, or service problems will be promptly investigated in accordance with the procedures and form of notice required by Public Service Commission rules contained in Part 275 -- Notice of Discontinuance and Complaint Procedures of Subchapter D -- Rates and Charges of Chapter III of Title 16 of the New York Code of Rules and Regulations, Sections 275.8 and 275.9. Copies of the Company's complaint handling procedure and form of notice are on file with the Commission and are available to the public upon request at Company offices where applications for service are received.

4.I ESCO-Initiated Suspensions

A. Discontinuance of Service

Public Service Law '32(5) requires the Company to suspend utility service to a customer receiving a single bill, upon request of an ESCO upon the ESCO's satisfaction of conditions set forth in PSL '32(5) and in the Commission's regulations. Upon receipt of a valid ESCO suspension request, the Company will be required to suspend the customer's utility service in a manner consistent with the law and the Commission's regulations.

For each suspension completed, the Company will charge the ESCO \$142.64.

Customers and ESCOs/Marketers/Direct Customers choosing to take part in the Company's transportation program refer to the Uniform Business Practices for Retail Access Section XI - Discontinuance of Service.

B. Conditions For Restoration of Service Following ESCO-Initiated Suspensions

Public Service Law '32(5)(d) requires the Company to restore utility service following an ESCO-initiated suspension upon the occurrence of any one of the following conditions:

1. Any of the conditions identified in PSL '35(1)(a) through (e);
2. Upon the expiration of one year following the termination of commodity service by the ESCO requesting the suspension;

Issued by Alfred C. Bereche, Asst. General Counsel and Secretary, Hicksville, NY