

13. Discontinuance of Service and Complaints - Residential Customers:
(Cont'd.)

B. Complaint Procedures

Any complaint filed with the Company regarding disputed bills for gas service, surcharge or any deposit required will be promptly investigated in accordance with the procedures and form of notice required by the Public Service Commission rules contained in 16 NYCRR 11.20 and 275.

The Company may not discontinue service regarding a disputed bill or deposit until it has complied with said Commission rules.

Copies of the Company's complaint handling procedures and form of notice are on file with the Commission and are available to the public on request at the Company's office.

C. Reconnection of Service - Residential Customers:

- (A) Where a customer's service is discontinued for non-payment of bills, the Company reserves the right to refuse to furnish service to residential customers at the same or any other location until:
 - (1) The Company receives the full amount of arrears for which service was terminated; or
 - (2) The Company and the customer reach agreement on a deferred payment plan and the payment of a downpayment, if required, under that plan; or
 - (3) Upon the direction of the Commission or its designee; or
 - (4) Upon the receipt by the Company of a commitment of a direct payment or written guarantee of payment from the social services official of the social services district in which the customer resides; or
 - (5) Where the Company has notice that a serious impairment to health or safety is likely to result if service is not reconnected. Doubts as to whether reconnection of service is required for health or safety reasons shall be resolved in favor of reconnection.
- (B) The Company shall reconnect service, unless prevented by circumstances beyond its control or where a customer requests otherwise, to any disconnected residential customer not more than 24 hours after the above conditions have been satisfied. Whenever circumstances beyond the Company's control prevent reconnecting of service within 24 hours, service shall be reconnected within 24 hours after those circumstances cease to exist.