

14. Discontinuance of Service and Complaints - Non-residential customers
(Cont'd.)

B. Reconnection of Service: (Cont'd.)

(a) Obligation to Reconnect: (Cont'd.)

- (5) The Company shall reconnect service that has been terminated within 24 hours after the direction of the Commission or its designee, which direction may occur only where the termination was in error, or the customer has filed a complaint with the Commission and has either paid in full the undisputed amount established pursuant to 16 NYCRR 12.3, or has entered into a deferred payment agreement in accordance with Rule 14.3 for such amount and has paid the required downpayment.

(b) Inability to Reconnect:

Whenever circumstances beyond the Company's control, as set forth in Rule 3.C(a)(1)(i) - (iii), prevent reconnection of service within 24 hours of any of the events specified in paragraphs (a) (1) - (5) of this rule, service shall be reconnected within 24 hours after those circumstances cease to exist.

C. Disconnection without Notice:

(a) Emergency Disconnections:

The Company may only suspend, curtail or disconnect service to a building, unit or piece of equipment, without the notice required under Rule 14.A when:

- (1) an emergency may threaten the health or safety of a person, a surrounding area, or the Company's transportation or distribution system;
- (2) there is a need to make permanent or temporary repairs, changes or improvements in any part of the system;
- (3) there is a governmental order or directive requiring the Company to do so.

(b) Notice:

The Company shall, to the extent reasonably feasible under the circumstances, provide advance notice to those whose service will be interrupted for any of the above reasons.