

PSC NO. 3 GAS  
St. Lawrence Gas Company, Inc.  
Initial Effective Date: 06/04/2004

Leaf: 81  
Revision: 0  
Superseding Revision:

## GENERAL INFORMATION

### 2. General Rules, Regulations, Terms and Conditions: (Cont'd)

#### III. Metering, Billing, Discontinuance of Service and Complaints: (Cont'd)

##### R. Discontinuance of Service - Residential: (Cont'd)

#### 4. Rapid Posting of Payments in Response to Notices of Discontinuance:

The company shall take reasonable steps to establish procedures to insure that any payments made in response to notices of discontinuance, when the customer brings the fact that such a notice has been issued to the attention of the company or its authorized collection agents, are either:

- a. posted to the customer's account on the day payment is received or
- b. processed in some manner so that discontinuance will not occur.

#### 5. Reconnection of Service - Residential Customers:

- a. Where a customer's service is discontinued for nonpayment of bills, the company reserves the right to refuse to furnish service to residential customers at the same or any other location until:
  - i. the company receives the full amount of arrears for which service was terminated; or
  - ii. the company and the customer reach agreement on a deferred payment plan and the payment of a downpayment, if required under that plan; or