

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

Leaf: 78  
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)

##### 1. Notice of Discontinuance – Time: (Cont'd)

If the above person has specified to the company in writing an alternate address for billing purposes, the notice shall be sent to such alternate address rather than to the premises where service is rendered.

##### 2. Notice of Discontinuance – Format:

Every notice indicating discontinuance of service will:

##### a. Clearly indicate in non-technical language:

- i. the reason for service discontinuance;
- ii. the total amount required to be paid indicating the amount for which the customer's account is either in arrears or the required deposit, if any, which must be posted by the customer, or both;
- iii. a method whereby the customer may tender payment of the full sum due and owing, including any required deposit, to avoid the discontinuance of service; and