

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

Leaf: 86
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)

V. Termination of Residential Service - Special Procedure:

Special emergency procedures, required by 16 NYCRR Part 11, provide special protections for specified residential customers regarding the termination and restoration of service in cases involving medical emergencies, the elderly, blind, or disabled, and terminations during cold weather.

Copies of the company's special procedures are on file with the Commission and are available to the public upon request at the company offices where application for service may be made.

W. Complaint Procedures - Residential:

Any complaint filed with the company regarding disputed bills, charges or deposits 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 16 NYCRR 275.

The company will 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 upon request at company offices where application for service may be made.