

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

Leaf: 105  
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)

Y. Complaint Handling Procedures - Non-residential Customers:

1. Complaints to the Company:

- a. Complaints to the company shall be promptly acknowledged, fairly investigated in a reasonable period of time, and the results of such investigation promptly reported to the complainant in plain language.
- b. The company shall refrain from sending a final notice of termination or from terminating service after the filing of a complaint with the company as set forth in Rule III.X.1.b.iv. and III.X.1.c.vii.
- c. If the report of the investigation is made orally, the company shall provide the customer with the report in writing upon request.
- d. At the time the company communicates its final response to a customer's complaint, it shall, if the complaint resolution is wholly or partially in the company's favor, inform the customer of the Commission's complaint handling procedures, including the Commission address and telephone number.

2. Complaints to the Commission:

- a. If a customer is unable to reach a satisfactory resolution of a dispute with the company, the customer may complain, either orally or in writing, to the Commission, pursuant to 16 NYCRR Part 12.
  - b. The complaint of a customer to the Commission shall be handled in accordance with the procedures set forth in 16 NYCRR Part 12.
3. 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 the company's business office.