

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

Leaf: 103
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)

X. Discontinuance of Service - Non-residential: (Cont'd)

2. Reconnection of Non-Residential Service: (Cont'd)

a. Obligation to Reconnect: (Cont'd)

- v. 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 2.III.L. for such amount and has paid the required downpayment.

b. Inability to Reconnect:

Whenever circumstances beyond the company's control, as set forth in 2.II.D.1.a.i., 2.II.D.1.a.ii., and 2.II.D.1.a.iii., prevent reconnection of service within 24 hours of any of the events specified in 2.III.X.2.a.i., 2.III.X.2.a.ii., 2.III.X.2.a.iii., 2.III.X.2.a.iv., and 2.III.X.2.a.v., service shall be reconnected within 24 hours after those circumstances cease to exist.

3. Disconnection of Non-residential Customers 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 2.III.X.1 when:

- i. an emergency may threaten the health or safety of a person, a surrounding area, or the company's transportation or distribution systems;
- ii. there is a need to make permanent or temporary repairs, changes or improvements in any part of the system;
- iii. there is a governmental order or directive requiring the company to do so.