

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

Leaf: 149  
Revision: 0  
Superseding Revision:

## GENERAL INFORMATION

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

#### XI. Additional Terms and Conditions Applicable to Transportation Service (Cont'd)

##### O. Business Rules Generic To Aggregation And Large Volume Transportation Customers: (Cont'd)

#### 3. Billing and Collection Services and Charges (Cont'd)

##### c. Billing Questions and Disputes (Cont'd)

##### iv. Marketer Initiated Disconnect of Residential Customers (Cont'd)

- e. A Deferred Payment Agreement will be offered by the company and the Marketer, either jointly or separately at the company's and the Marketer's discretion, before service is terminated.
- f. The Marketer may only request the company to suspend delivery service for the commodity for which the residential customer is in arrears to the Marketer. The company must be providing service to the customer at the time the Marketer requests suspension.
- g. The company will not be required to verify provisions of agreements between Marketers and their customers and may rely on Marketer statements relating to provisions in agreements between Marketers and their customers.
- h. When the company disconnects gas service to a customer for non-payment of commodity charges initiated by a Marketer a disconnect charge will be assessed. The charge applicable to all Marketers will be \$77.00.
- i. A Marketer initiated suspension of delivery service must end upon payment of the lesser of the amount the customer would have paid to the company for delivery and commodity service or the amount due the Marketer plus the amount due the company.
- j. At the request of the Marketer, the company will calculate the amount the customer would have been billed by the company for commodity and delivery service if the company had been providing both services. The Marketer will provide the company with the specific billing period dates for which the calculation is to be performed. The fee for each calculation request, per account, will be \$2.00.

Issued by: G. Robert Simpson, President and General Manager, 33 Stearns Street, Massena, NY