

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

Leaf: 148  
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)

- c. The company will suspend distribution services to residential customers receiving a single bill for commodity and delivery, upon request of a Marketer, after the Marketer terminates its commodity service for non-payment. The request for suspension by a Marketer must be made within one year after its termination of commodity service to the customer. The company will implement Marketer initiated suspensions within the same schedule as its own suspensions, to the extent reasonably possible.
- d. The Marketer must notify the company of its termination of commodity service in accordance with Public Service Law 32 (5) (a) (i), including sufficient documentation to establish that the Marketer termination complied with Home Energy Fair Practices Act conditions. In addition, the Marketer notice to the company shall, at a minimum, provide: (1) a statement that the customer received a consolidated bill; (2) confirmation that the Marketer is able to, and will, take all actions within its control to resume service, if full payment of the amount that served as the basis for the termination notice is made or a Deferred Payment Agreement is signed; (3) a statement that the Marketer has not assigned the right to obtain payment to a non-utility; and (4) the amount the customer must remit to the Marketer (or the billing entity) in order to avoid suspension. Further, such notice shall contain a statement that suspension of delivery services may occur coincidentally with termination of commodity service, along with a statement of the amount that must be paid to avoid termination and, if different, the amount that must be paid to avoid suspension of delivery service.