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COMPANY: THE BROOKLYN UNION GAS COMPANY REVISION: 5  
INITIAL EFFECTIVE DATE: 10/01/01 SUPERSEDING REVISION: 3  
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GENERAL INFORMATION - Continued

#### **14. Service Guarantees**

The Company guarantees to keep all appointments made at the customer's request as well as special appointments the Company makes with the customer. If the Company does not keep an appointment within the timeframe agreed upon, a refund will be credited to the customer's next bill. The refund will be \$30.00 residential customers and \$60.00 for non-residential customers.

Service guarantees do not apply to appointments made for the same day the customer requests service or if events beyond the Company's control, such as severe weather, prevent the Company from performing as planned.

However, customers will be charged \$12.68 for an unproductive field visit. This fee will be imposed when a customer makes a future appointment for non-safety related service and the Company has appeared at the appointed time, but is unable to provide the service requested because of the customer's culpability. The Company will call the customer prior to keeping the appointment, either to confirm the appointment or to reschedule it if intervening events have made keeping it impossible. If a customer is genuinely unable to commit to anything more than best efforts to be available for a service visit on a given day or series of dates will not be considered to have made an appointment to which the charge would apply.

#### **15. Premium Service Appointments**

At the request of the a customer, the Company will provide a Premium Service Appointment (defined below) for non-emergency, non-safety related service appointments such as meter locks and unlocks and meter readings.

Issued by Richard A. Rapp, Jr., Vice President, Deputy General Counsel and Secretary, Brooklyn, NY