

..DID: 20835

..TXT: PSC NO: 12 GAS

LEAF: 138.29

COMPANY: THE BROOKLYN UNION GAS COMPANY

REVISION: 1

INITIAL EFFECTIVE DATE: 02/11/03

SUPERSEDING REVISION: 0

STAMPS:

Effective date postponed to 05/01/03. See Supplement No. 13

RECEIVED: 11/12/02 STATUS: Pending EFFECTIVE: 05/01/03

GENERAL INFORMATION (Cont.)

- b. ESCOs/Marketers/Billing Agents may negotiate deferred payment arrangements or intercede on behalf of a customer on other related Company matters provided it can demonstrate that the customer has given it the authority to do so.
 - c. ESCOs/Marketers must include a clear, plain language explanation of Billing Agency and its implications in their standard contract/disclosure statements, if such an arrangement is to be offered.
 - d. ESCOs/Marketers/Billing Agents must distribute annually, to each customer, the "Summary of Customer Rights Notice", and to each gas customer, the "Annual Gas Safety Notice", which will be provided, in bulk, by the Company.
2. Where the ESCO/Marketer is acting as Billing Agent, the Company must comply with the following requirements.
- a. The Company must provide the ESCO/Marketer/Billing Agent with the "Summary of Customer Rights Notice" and the "Annual Gas Safety Notice", in bulk, for distribution by the ESCO/Marketer to customers annually.
 - b. The Company should incorporate bill messages regarding a customer's specific bill (e.g., messages regarding adjustments, level billing plan) into the billing information transmitted electronically.
 - c. The Company must send all disconnection-related notices and deferred payment agreements directly to the customer.
 - d. The Company should inform customers of what communications to expect from them and what to expect from Billing Agents, upon customers' elections of ESCO Billing Agents.

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