..DID: 3768
..TXT: PSC NO: 12   GAS   LEAF: 126
COMPANY: THE BROOKLYN UNION GAS COMPANY   REVISION: 0
INITIAL EFFECTIVE DATE: 10/01/98   SUPERSEDING REVISION:
STAMPS:
Cancelled by 1 Rev. Leaf No. 126 Effective 10/01/1998
RECEIVED: 06/01/98 STATUS: Cancelled EFFECTIVE: 10/01/98
                    GENERAL INFORMATION - Continued

F.   Complaint Handling Procedures

    1.   Customer Inquiries and Complaints

        Customer complaints first shall be made to the Company by telephone, mail
        or in person. The Company will promptly investigate any customer
        complaint and report the results of its investigation to the customer in
        writing if requested by the customer. If the customer is not satisfied with
        the Company's resolution of the customer's complaint, the customer may
        ask the Company to reconsider the matter. If the customer remains
        dissatisfied after reconsideration of the matter by the Company, the
        customer may submit the complaint to the Commission, which will review
        and investigate it in accordance with its complaint handling procedures
        under Part 13 of the Regulations.

        The Company will not terminate gas service to any customer while a
        complaint is pending before the Company or the Commission, and for eight
        (8) days thereafter, unless otherwise provided by the Commission or its
        authorized designee, providing that the customer pays the undisputed
        portions of any bill, including bills for current usage, or such amounts as
        the Commission or its authorized designee determines reasonably reflects
        the customer's cost of usage.

    2.   Customer Claims

        Any claims against the Company must be made in writing to the Company
        and must include the name, address and telephone number of the claimant,
        a description of the incident, copies of bills, photographs and supporting
        documents, and the amount of the claim. All such claims should be mailed
        to the Company's main office at One MetroTech Center, Brooklyn, New
        York 11201, care of the Claims and Security Department.

    Issued by: Robert J. Fani, Senior Vice President, Brooklyn, New York