

..DID: 7472
..TXT: PSC NO: 1 GAS LEAF: 52
COMPANY: KEYSpan GAS EAST CORP. DBA BROOKLYN UNION OF L.I. REVISION: 0
INITIAL EFFECTIVE DATE: 03/18/99 SUPERSEDING REVISION:
STAMPS:
Effective date postponed to 07/01/99. See Supplement No. 2, 1, 1
RECEIVED: 02/16/99 STATUS: Effective EFFECTIVE: 07/01/99

GENERAL INFORMATION

II. Rules and Regulations (continued):

4--Discontinuance of Service and Complaint Procedure (continued):

B. Notice of Discontinuance of Service:

- .1 Contents: Every notice indicating discontinuance of service shall:
 - .1.1 Clearly indicate in nontechnical language and, where practicable, in a bilingual format;
 - .1.1.1 The reason for service discontinuance;
 - .1.1.2 The total amount required to be paid by the customer to avoid discontinuance of service, indicating the amount for which the customer's account is either in arrears or the required deposit, if any, which must be posted by the customer, or both;
 - .1.1.3 A method whereby the customer may tender payment of the full sum due and owing, including any required deposit, to avoid the discontinuance of his service;
 - .1.1.4 The availability of Company procedures for handling customer complaints prior to discontinuance, including the address and phone number of the office of the Company the customer may contact in reference to his account; and
 - .1.1.5 The earliest date of which discontinuance may be attempted; and
 - .1.2 Have printed on the face thereof in size type capable of attracting immediate attention language conveying the following:
 - .1.2.1 THIS IS A FINAL TERMINATION NOTICE. PLEASE BRING THIS NOTICE TO THE ATTENTION OF THE COMPANY WHEN PAYING THIS BILL.
 - .1.3 Every notice indicating discontinuance of service to residential customers shall include a statement that gas service to any person receiving financial assistance from a local social service department in certain cases may not be terminated and that the recipient may inform the Company of his status so that the Company may ascertain the applicability of such provisions to him.
 - .1.4 Advise residential customers that they should contact the Company's business office immediately if any acute hardship, such as death in the family, recent unemployment, serious illness or infirmity, or other grave condition exists in order that the Company may determine whether any temporary arrangement should be employed to avoid immediate termination.
 - .1.5 Advise customers of the availability of a Deferred Payment Agreement to avoid termination subject to the provisions in 16 NYCRR 13.5 for non-residential customers and 16 NYCRR 11.10 for residential customers.
 - .1.6 Advise non-residential customers that payment of the charges with a check that is subsequently dishonored may result in the immediate termination of service without further notice.
 - .1.7 Advise non-residential customers that at the time the Company representative goes to the premises to terminate service the Company may require any payment to be made with cash, certified check, or money order if the customer has within the last 24 months paid with a check that was subsequently dishonored.

Issued by Robert J. Fani, Senior Vice President, Hicksville, NY