

..DID: 7475
..TXT: PSC NO: 1 GAS LEAF: 55
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):

E. Deferred Payment Agreement

.1 Residential Customers:

.1.1 Company's Obligations:

- .1.1.1 The Company will make reasonable efforts to contact eligible customers or applicants by phone, mail or in person for the purpose of offering a deferred payment agreement and negotiating terms tailored to the customer's financial circumstances, prior to making a written offer of a deferred payment agreement specified under Rule 4E.1.1.4. The Company will negotiate in good faith with any customer or applicant with whom it has contact so as to achieve an agreement that is fair and equitable considering the customer's financial circumstances. The Company may require that a customer or applicant complete a form showing assets, income and expenses, and provide reasonable substantiation of the information on that form, provided that all such information shall be treated as confidential. A deferred payment agreement will provide for installments as low as \$10 per month and no down payment when the customer or applicant demonstrates financial need for such terms, but need not provide for monthly installments of less than \$10. A deferred payment agreement may provide for any size or no down payment, and installments on any schedule over any period of time if mutually agreed to by the parties.
- .1.1.2 At the time the Company notifies a customer of his or her right to an installment payment plan under Rule 3D.1.8 or when rendered a backbill in accordance with 16 NYCRR Part 11.14(a) or (c), the Company will also make reasonable efforts to negotiate terms tailored to the customer's financial circumstances, in accordance with Rule 4E.1.1.1.
- .1.1.3 The Company may postpone a scheduled termination of service up to 10 calendar days after the date stated in the final notice of termination for the purpose of negotiating deferred payment agreement terms. The Company will advise the customer of such postponement.
- .1.1.4 The Company will make a written offer of a payment agreement by providing two copies of the deferred payment agreement form setting forth the specific terms for payment and accepted by the Company to an eligible customer or applicant at the following times:
 - a) not less than seven calendar days (10 days, if mailed) before the earliest date on which termination may occur, which is either the date stated in the final notice of termination or a date, to which the Company has postponed the physical termination of service while negotiating a deferred payment agreement pursuant to Rule 4E.1.1.3;
 - b) when payment of outstanding charges is a requirement for acceptance for service, in accordance with 16 NYCRR Part II.3; and

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