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### GENERAL INFORMATION

#### SECTION XI COMPLAINT HANDLING PROCEDURE & BACKBILLING - RESIDENTIAL

##### A. Complaint Handling Procedure

1. The Company will investigate and evaluate all complaints received from customers regarding bills for service rendered or deposits required. The results of the Company's findings will be reported promptly to the customer. During the period of investigation and evaluation, service will not be discontinued nor a disconnection notice will be sent. The Company will, however, make the customer aware that the undisputed portion of the bill must be paid to maintain service.

2. If, after the completion of such an investigation, the Company determines that the disputed charges for service are proper, the Company requires that the disputed amount be paid. Appropriate notice of the determination will be given to the customer along with the availability of the Commission's complaint handling procedures. If the customer fails to pay the proper amount due and a period of at least fifteen (15) calendar days has elapsed after verbal or written notice of the Company's determination, and where notice of termination of service was previously sent, or is served with the determination, Company procedures provide for termination of service.

3. In situations where the complaint procedures of the Commission have been invoked and it is determined the disputed charge or deposit is proper and prior notice of termination was sent, a customer's service will not be terminated for failure to pay the amount found due until at least fifteen (15) calendar days after either verbal or written notice of the Commission's determination was served on the customer.

##### B. Backbilling

###### 1. Notification

- a. Every backbill will contain a written explanation of the specific reason for the backbill, and if the bill covers more than a twenty-four (24) month period, a statement as to why the billing was not limited in section 3 Limitations on Backbilling Period.

Issued by: Vincent Bohn, Vice President-Utilities, New York, NY