

..DID: 1236  
..TXT: PSC NO: 89 GAS LEAF: 59  
COMPANY: NEW YORK STATE ELECTRIC & GAS CORPORATION REVISION: 0  
INITIAL EFFECTIVE DATE: 11/07/97 SUPERSEDING REVISION:  
STAMPS:  
CANCELLED by Supplement 1 effective 01/01/00  
RECEIVED: 08/20/97 STATUS: Cancelled EFFECTIVE: 11/07/97

## GENERAL INFORMATION

### 22. DISCONTINUANCE OF SERVICE - RESIDENTIAL: (CONT'D)

#### I. Discontinuance of Service to Entire Multiple Dwellings:

Sections 22.C. through 22.F. shall be applicable with respect to the discontinuance of service to entire multiple dwellings.

During the cold weather period beginning November 1 of each year and ending April 15 of the following year, the written notices required in Sections 22.G. and 22.H. shall be provided not less than thirty (30) days before the intended termination.

#### J. Discontinuance of Service When an Emergency May Threaten the Health or Safety of a Person or Surrounding Area:

The Company may disconnect service when an emergency may threaten the health or safety of a person, a surrounding area or the utility's distribution system. The Company shall act promptly to assure restoration of service as soon as feasible. Service will be restored before it may be terminated for any other reason.

#### K. Termination of Residential Service - Special Procedures:

Special emergency procedures, required by 16 NYCRR Part 11 provide special protections for specified residential customers regarding the termination and restoration of service in cases involving medical emergencies, the elderly, blind or disabled, and terminations during cold weather.

Copies of the Company's special procedures are on file with the PSC and are readily accessible to the public.

### 23. COMPLAINT PROCEDURES - RESIDENTIAL:

Any complaint filed with the Company regarding disputed bills, charges or deposits will be promptly investigated in accordance with the procedures and form of notice required by the PSC rules contained in 16 NYCRR Parts 11.20 and 275.

The Company will not discontinue service regarding a disputed bill or deposit until it has complied with said PSC rules.

Copies of the Company's complaint handling procedures and form of notice are on file with the PSC and are readily accessible to the public.

Issued By: George E. Bonner, Vice President - Gas Operations & Marketing, Binghamton, NY  
(Name of Officer, Title, Address)