

..DID: 1213
..TXT: PSC NO: 89 GAS LEAF: 69
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

27. DISCONNECTION OF NON-RESIDENTIAL CUSTOMERS WITHOUT NOTICE:

A. Emergency Disconnections:

The Company may only suspend, curtail or disconnect service to a building, unit or piece of equipment, without the notice required under Section 25. of this Schedule when:

- (1) An emergency may threaten the health or safety of a person, a surrounding area, or the Company's transportation or distribution system;
- (2) There is a need to make permanent or temporary repairs, changes or improvements in any part of the system;
- (3) There is a governmental order or directive requiring the Company to do so.

B. Notice:

The Company shall, to the extent reasonably feasible under the circumstances, provide advance notice to those whose service will be interrupted for any of the above reasons.

C. Restoration of Service:

The Company shall act promptly to restore service as soon as possible after disconnection under this section; provided, however, that service need not be restored to any building, unit, or piece of equipment if, at the time restoration is to occur, the Company has the lawful right to terminate service for another reason pursuant to this section or Section 25 of this Schedule.

28. COMPLAINT HANDLING PROCEDURES - NON-RESIDENTIAL CUSTOMERS:

A. Complaints to the Company:

- (1) Complaints to the Company shall be promptly acknowledged, fairly investigated in a reasonable period of time, and the results of such investigation be promptly reported to the complainant in plain language.

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