

**PSC NO: 9 GAS**

LEAF: 77.2

**COMPANY: CONSOLIDATED EDISON COMPANY OF NEW YORK, INC.**

REVISION: 0

INITIAL EFFECTIVE DATE: 07/25/2022

SUPERSEDING REVISION:

Issued in Compliance with Order in Cases 22-M-0159 dated July 14, 2022

**GENERAL INFORMATION - Continued****III. General Rules, Regulations, Terms and Conditions under Which Gas Service Will Be Supplied, Applicable to and Made a Part of All Agreements for Gas Service - Continued****8. Metering and Billing – Continued****(Y) Compensation to Customers Experiencing Widespread Prolonged Outages -Continued**

- iii. For both Residential and Small Business Customers, the Company shall reimburse the Customer within 30 days of the receipt of the itemized list and Proof of Loss, if any; provided, however, that if the Company has applied for a waiver pursuant to Public Service Law Section 73(3), the Company shall reimburse the Customer within a time period to be determined by the Commission after the Commission renders a decision on the waiver request.
- c. Provide monetary reimbursement for prescription medication spoiled due to lack of refrigeration. Residential Customers shall provide the Company with an itemized list and Proof of Loss of prescription medication due to lack of refrigeration within 14 days from when the Widespread Prolonged Outage has lasted 72 consecutive hours. The Company shall reimburse the customer within 30 days of the receipt of the itemized list and Proof of Loss of prescription medication; provided, however, that if the Company has applied for a waiver pursuant to Public Service Law Section 73(3), the Company shall reimburse the Customer within a time period to be determined by the Commission after the Commission renders a decision on the waiver request. The amount of the reimbursement shall total no more than the actual cost of the perishable prescription medicine spoiled due to lack of refrigeration.

Customers may submit claims to the Company under General Information Section III. 8. (Y) (2) by electronic means, online, a telephone call from the Customer to the Company, or mail.

If an electric outage prevents a Customer from using their gas-powered equipment, the Customer will receive reimbursement only from the electric utility and not the gas utility, because there is no gas outage that can be resolved by the gas utility.

**9. Notices****(A) Notices to and from the Company:**

Any notice to the Company under any agreement, other than an oral agreement under Service Classification No. 1, shall be delivered to it in writing and not otherwise. Bills shall be deemed presented and other notices duly given (except a notice of discontinuance of service for non-payment of bills) if delivered to the Customer personally or if mailed to the Customer at the premises supplied, or at the last known address of the Customer, or if left at either of such places, or if delivered or mailed to the agent or representative of the Customer, or if left at the last known address of such agent or representative. A notice of discontinuance of service for non-payment of bills shall be given as required by law.

Notices to and from the Company to an SC No. 20 Marketer and Direct Customers shall also be subject to the provisions set forth in the UBP and the Company's Sales and Transportation Operating Procedures.

**(General Information - Continued on Leaf No. 78)**Issued By: **Robert Hoglund, Senior Vice President & Chief Financial Officer, 4 Irving Place, New York, N. Y. 10003**

Cancelled by 1 Rev. Leaf No. 77.2 Effective 08/01/2023