

PSC NO: 1 GAS LEAF: 24  
COMPANY: KEYSpan GAS EAST CORP. DBA BROOKLYN UNION OF L.I. REVISION:4  
INITIAL EFFECTIVE DATE: 12/13/21 SUPERSEDING REVISION:3  
STAMPS: Issued in compliance with Order in Case 19-G-0310 dated August 12, 2021

## GENERAL INFORMATION

### II. Rules and Regulations (continued)

#### 2A. General Provisions (continued)

.7.2 An applicant for expanded gas service to an existing dwelling for the purpose of supplying gas heat must provide to the Company a Certificate of Compliance in one of the forms prescribed under Rule IV.2.

#### .8 Notice Requirements

.8.1 The Company shall provide at the time of application and annually to all non-residential customers a brochure containing a detailed summary of their rights and obligations under 16 NYCRR Part 13. In addition, notices will be issued at least annually, and where necessary periodically, regarding customer deposits, the Company's right to change the customer's service classification, and the customer's responsibility regarding non-access to meters as specified in 16 NYCRR 13.12.

#### .9 Customer Consent to Contact

.9.1 By accepting gas service from the Company pursuant to the terms of this tariff, Customer hereby expressly consents to receive autodialed and prerecorded/automated calls and texts (collectively, "calls") closely related to the utility service, unless the Customer opts out as described below. Such calls shall be limited to calls that warn/inform Customer about planned or unplanned service outages; provide updates about service outages or service restoration; ask for confirmation of service restoration or information about lack of service; provide notification of meter work, or other field work that affects Customer's utility service; notify Customers of possible eligibility for subsidized or lower-cost services due to certain qualifiers such as, e.g., age, low income or disability; or relate to handling, servicing, and billing for Customer's account. Calls may include contact from companies working on the Company's behalf to service Customer's account. Message and Data rates may apply. Customer may stop these types of messages by replying STOP in response to a text message, or by contacting the Company to request removal of their phone number using the following:

Call Customer Service (1-800-930-5003)  
via email to [optout@nationalgrid.com](mailto:optout@nationalgrid.com)  
via regular mail to the following address: National Grid, Attn: Customer Care, One Metrotech Center, 16<sup>th</sup> Floor, Brooklyn NY 11201

#### .10 Safety Related Service Calls

.10.1 At the request of the customer, the Company will provide service for safety related calls free of charge. Such service includes responding to calls concerning gas leaks and the smell of gas odor.

Neither by inspection nor non-rejection, nor in any other way, does the company give any warranty, express or implied, as to the adequacy, safety or other characteristic of any structure, equipment, wires, pipes, appliances or devices owned, installed, or maintained by the customer, or leased by the customer from third parties.