

PSC No. 1 - Gas  
Hamilton Municipal Utilities Commission  
Initial Effective Date: September 1, 2014  
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LEAF 50  
Revision: 0  
Superseding Revision:

XVIII. DISCONTINUANCE OF SERVICE – RESIDENTIAL CUSTOMERS: (Cont'd.)

1. has been served personally upon an adult resident of the premises where service is rendered;
  2. has been explained by telephone to an adult resident of the premises where service is rendered; or
  3. has been posted in a conspicuous place at the premises where service is rendered.
- iii. A utility may not issue or send a final notice of termination or disconnection unless at least 20 days have elapsed from the date payment was due. A utility may specify the date payment is due, provided that such date does not occur before personal service of the bill or three days after the mailing of the bill.
- B. Notice of Discontinuance – Format (See Form I):
- i. Every notice indicating discontinuance of service will:
    - a. Clearly indicate in non technical language:
      1. The reason for service discontinuance;
      2. The total amount required to be paid indicating the amount for which the customer's account is either in arrears or the required deposit, if any, which may be posted by the customer, or both;
      3. A method whereby the customer may tender payment of the full sum dues and owing, including any required deposit, to avoid the discontinuance of service;
      4. That a levelized payment plan is available;
      5. The availability of Utilities Commission procedures for handling complaints prior to discontinuance, including the address and telephone number of the office of the Utilities Commission the customer may contact in reference to his or her account; and

Issued by: Sean Graham, Village Administrator, 3 Broad Street, Hamilton, NY 13346