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COMPANY: KEYSpan GAS EAST CORP. DBA BROOKLYN UNION OF L.I. REVISION: 10
INITIAL EFFECTIVE DATE: 07/01/2020 07/01/99 _____ SUPERSEDING
REVISION: 0
STAMPS: ~~Issued in compliance with order in Case No. 99-G-0229 dated 6/24/99~~

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GENERAL INFORMATION

II. Rules and Regulations (continued):

2--How Service May be Obtained:

A. General Provisions.

.1 Applications and Denials:

.1.1 Residential: A residential service application may be oral or written. The Company shall be obligated to provide service when an applicant provides his or her name, address, telephone number and address of prior account (if any) or prior account number (if any). The Company may require an applicant to complete a written application upon the form furnished by the Company if:

.1.1.1 There are arrears at the premises to be served and service was terminated for non-payment or is subject to a final notice of termination; or

.1.1.2 There is evidence of meter tampering or theft of service; or

.1.1.3 The meter has advanced and there is no customer of record; or

.1.1.4 The application is made by a third party on behalf of the person(s) who would receive service; or

.1.1.5 Service is furnished from a main installed under the terms of a main extension plan.

.1.1.6 Whenever a written application for residential service is required, the Company shall so notify the applicant as soon as practicable after the request for service is made, and in no event more than two business days after such request, and shall state the basis for requiring written application. A written application may require the submission of information required in an oral application and reasonable proof of the applicant's identity and responsibility for service at the premises to be served. A written application containing the required information shall be deemed completed when received by the Company.

.1.1.7 Upon written request from a prospective tenant, the Company will provide, at no cost, the total gas charges incurred at the prospective residential rental premises for the life of the premises, or the preceding two-year period, whichever is shorter. The Company will provide such information to the prospective landlord, or other authorized person, within ten days of receipt of the written request.

.1.2 Non-residential applicants shall file with the Company a written application for gas service upon the form furnished by the Company for the class of gas service desired.

.1.3 The Company will endeavor to assist an applicant or customer in the selection of his Service Classification which may be most favorable to his requirements, but in no way does the Company make any warranty, express or implied, as to the rates, classification or provisions favorable to future service to, or

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future requirements of, any applicant or customer.

.1.4 The applicant must make separate applications for each meter or type of service for each residence, apartment, business building or location for which gas service is desired.

.1.5 The application must give assurance, satisfactory to the Company, that

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