

PSC NO: 12 GAS
COMPANY: THE BROOKLYN UNION GAS COMPANY
INITIAL EFFECTIVE DATE: 02/01/12
STAMPS: Issued in compliance with order in Case 11-G-0411 dated January 10, 2012

LEAF: 383
REVISION: 5
SUPERSEDING REVISION: 4

SERVICE CLASSIFICATION No. 18 – Continued

G. SPECIAL PROVISIONS for NCTS 18-5A and NCTS 18-6 – continued

The Seller that is an ESCO or Marketer must have an operational Customer complaint system and provide Customers with the Public Service Commission help and hotline numbers. The Seller must render bills that are clear and in plain language and submit sample copies of such bills to the Consumer Services Division of the Public Service Commission.

Sellers that are ESCOs or Marketers must have procedures in place to ensure that Customers receive adequate prior notice of termination of gas supply services. The procedures must provide that notifications be sent at least 15 days before the discontinuation of gas supply service to allow Customers the opportunity to pay the overdue bill or request service from another provider of gas.

b) If the Customer is a non-residential Customer:

The contract between the Customer and a Seller that is an ESCO or Marketer must contain a statement advising the Customer of protections that have been waived under the Commission's Regulations, 16 NYCRR§§13.1 et seq. The Seller that is an ESCO or Marketer must file its standard contract with the staff of the Consumer Services Division of the Public Service Commission.

The Seller that is an ESCO or Marketer must establish a reasonable Customer dispute resolution process. Until such time as a dispute resolution process is developed and put into effect (a period no greater than 6 months) Sellers shall allow Customers to approach the Consumer Services Division of the Public Service Commission for resolution of such disputes.

11. Any Customer receiving NCT service that wishes to return to sales service before the completion of the first year of Customer's NCT Service Agreement may apply for sales service like any other new applicant. If accepted as a sales service Customer by the Company, Customer shall be required to remain a sales service Customer for a minimum of one year.

Issued by: Kenneth D. Daly, President, Brooklyn, New York