

PSC No: 5 Gas
Corning Natural Gas Corporation
Initial Effective Date: 04/01/2008

Leaf: 42
Revision 0
Superseding Revision:

J. Discontinuance or Withholding of Service - Residential: (Cont'd.)

The Company will not discontinue service for non-payment of bills rendered or for failure to post a required deposit unless:

- (a) it has verified that a payment has not been received at any office of the Company or at any office of an authorized collection agent through the end of the required notice period; and
- (b) it has verified on the date discontinuance occurs that payment has not been posted to the customer's account as of the opening of business on that day, or has complied with procedures established for rapid posting of payments.

5. Rapid Posting of Payments in Response to Notices of Discontinuance:

The Company shall take reasonable steps to establish procedures to insure that any payments made in response to notices of discontinuance, when the customer brings the fact that such a notice has been issued to the attention of the Company or its authorized collection agents, are either:

- (a) posted to the customer's account on the day payment is received, or
- (b) processed in some manner so that discontinuance will not occur.

6. Days and times When Discontinuance of Service is Not Permitted:

The Company shall not discontinue service to any residential customer for non-payment of bills or for failure to post a required deposit on a Friday, Saturday, Sunday, public holiday, day immediately preceding a public holiday, day on which the main business office of the Company is not open for business, day immediately preceding a day on which the main business office of the Company is not scheduled to be open for business, or during a two-week period encompassing Christmas and New Year's Day. For purposes of this section, the term "public holiday" refers to those holidays enumerated in the General Construction law. Residential disconnection shall be made only between the hours of 8:00 a.m. and 4:00 p.m.