

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

Leaf: 41
Revision 0
Superseding Revision:

J. Discontinuance or Withholding of Service - Residential:

rendered. Please refer to Section 11.4 of the Home Energy Fair Practices Act on file in the Company office, detailing residential rights regarding termination.

3. Notice of Discontinuance - Format: 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 must be posted by the customer, or both;
- (3) a method whereby the customer may tender payment of the full sum due and owing, including any required deposit, or to execute a Deferred Payment Agreement, to avoid the discontinuance of service; and
- (4) the availability of Company procedures for handling complaints including the address and telephone number of the office of the Company the customer may contact in reference to his or her account; and
- (5) the earliest date on which discontinuance may be attempted; and

(b) have printed on the face thereof in a size type capable of attracting immediate attention, the following:

"THIS IS A FINAL TERMINATION NOTICE. PLEASE BRING THIS NOTICE TO THE ATTENTION OF THE COMPANY WHEN PAYING THIS BILL."

(c) include a summary to residential customers as prepared or approved by the Public Service Commission stating the protections available to them together with a notice that any customer eligible for such protection should contact the Company.

4. Verification of Delinquent Account Prior to Discontinuance: