

N. Discontinuance of Service - Non-residential: (Cont'd.)

(e) Broken Agreements:

- (1) The first time a customer fails to make timely payment in accordance with a deferred payment agreement, the Company shall give the customer a reasonable opportunity to keep the agreement in force by paying any amounts due under the agreement.
- (2) Except as provided in (1) above, if a customer fails to comply with the terms of a deferred payment agreement, the Company may demand full payment of the total outstanding charges and send a final termination notice in accordance with Rule N.1.(b)(3)(ii).

O. Inspection and Examination of Company Apparatus:

(1) Right to Inspect:

A duly authorized officer or agent of the Company may enter, at all reasonable times, any building or other location supplied with service by the Company for the inspection and examination of meters, pipes, fittings, and works for supplying or regulating the supply of gas and of ascertaining the quantity of gas supplied, provided such agent exhibits a photo-identification badge and written authority as provided in Section 65(9) of the Public Service Law.

(2) Duty to Inspect:

Except to the extent prevented by circumstances beyond its control, the Company shall conduct a field inspection as soon as reasonably possible and within 60 calendar days of the following:

- (a) a request contained in a service application pursuant to 16 NYCRR 13.2(b)(6);
- (b) a reasonable customer request;
- (c) the issuance of a field inspection order in accordance with an automatic Company bill review program;
- (d) notification from any reasonable source that service may not be correctly metered;
- (e) a directive by the Commission or its authorized designee.