

PSC NO: 1 GAS LEAF: 50.1  
COMPANY: KEYSpan GAS EAST CORP. DBA BROOKLYN UNION OF L.I. REVISION: 1  
INITIAL EFFECTIVE DATE: 01/01/08 SUPERSEDING REVISION:  
STAMPS: Issued in compliance with Order in C. 06-G-1186 dated 12/21/07

## **GENERAL INFORMATION**

### **II. Rules and Regulations (continued)**

#### **3--Billing and Payment of Bills (continued)**

##### **N. Service Guarantee**

The Company guarantees to keep all appointments made at the customer's request as well as special appointments the Company makes with the customer. If the Company does not keep an appointment within the timeframe agreed upon, a refund will be credited to the customer's next bill. The refund will be \$30.00 residential customers and \$60.00 for non-residential customers.

Service guarantees do not apply to appointments made for the same day the customer requests service or if events beyond the Company's control, such as severe weather, prevent the Company from performing as planned.

Issued by: Nick Stavropoulos, Executive Vice President, Hicksville, NY