

4. Refusal or Discontinuance of Service:

The Company may refuse or discontinue service in accordance with the provisions of law and the orders of the Public Service Commission relating thereto (1) if bills for gas service are not paid (2) if it shall deem such action necessary to protect itself from fraud and (3) if the Customer fails to comply with the Company's rules and regulations.

5. Complaint Procedures:

Any complaint filed with the Company regarding disputed bills, charges or service problems will be promptly investigated in accordance with the procedures and form of notice required by Public Service Commission Rules contained in Subchapter D, Chapter III, Title 16 of the New York Code of Rules and Regulations, Part 175-Notices of Discontinuance and Complaint Procedures, Sections 275.8 and 275.9. The Company may not discontinue service regarding a disputed bill until it has complied with said Commission Rules. Copies of the Company's complaint handling procedures and form of notice are on file with the Commission and are available to the public upon request at the Company's offices.

6. Liability of Company:

- (a) The Company will not be liable for any injury, casualty or damage resulting in any way from the supply or use of gas or from the presence or operating of the Company's structures, equipment, pipes or devices on the Customer's premises, except injuries or damages resulting from the negligence of the Company.
- (b) The Company will endeavor at all times to provide a regular and uninterrupted supply of service, but in case the supply of service shall be interrupted or irregular or defective or fail from causes beyond its control or through ordinary negligence of employees, the Company will not be liable therefore.
- (c) The Company should be notified immediately of any gas leak, defective piping or other unsafe conditions.