

13. Discontinuance of Service and Complaints - Residential Customers:  
(Cont'd.)

A. Discontinuance of Service: (Cont'd.)

- (7) The Company shall not discontinue service to an entire multiple dwelling (as defined in the Multiple Dwelling Law or the Multiple Residence Law) unless the notices specified in the Public Service Law have been given, provided that where any of the notices required thereunder are mailed in a post-paid wrapper there shall be no discontinuance of service until at least 18 days after the mailing of such notices.
- (8) The Company shall not discontinue service to a two-family dwelling that is known by the Company to contain residential units where service is provided by a single meter, unless the notices specified in the Public Service Law have been given.
- (9) During the cold weather period beginning November 1 of each year and ending April 15 of the following year, the written notices required in Subsections 3, 5 and 6 shall be provided not less than 30 days before the intended termination.
- (10) The Company may disconnect service when an emergency may threaten the health or safety of a person, a surrounding area or the Company's distribution system. The Company shall act promptly to assure restoration of service as soon as feasible. Service will be restored before it may be terminated for any other reason.
- (11) Special emergency procedures, required by 16 NYCRR Part 11 provide special protections for specified residential customers regarding the termination and restoration of service in cases involving medical emergencies, the elderly, blind or disabled, and terminations during cold weather.

Copies of the Company's special procedures are on file with the Commission and are available to the public upon request at Company offices where application for service may be made.