

14. Discontinuance of Service and Complaints - Non-residential Service  
(Cont'd)

(a) Conditions for Termination (Cont'd)

- (2) (ii) has rendered a written unmetered service bill in accordance with 16 NYCRR 13.11e)
- (iii) has made reasonable efforts to provide to a person on charge of the premises;
  - (a) the written unmetered service bill; and
  - (b) oral notice of the conditions, if any, under which the utility will continue service, which may include the payment by cash, certified check, or money order within two hours, of some portion of the bill up to, but not exceeding, 50 percent; and
- (iv) has not received the required payment.

(b) Final Notice of Termination:

- (1) A final notice of termination shall state:
  - (i) the reason(s) for termination, including the total amount required to be paid, if any, and the manner in which termination may be avoided;
  - (ii) the earliest date on which termination may occur;
  - (iii) the address and phone number of the office of the Company that the customer may contact in reference to customer's account;
  - (iv) that the Company procedures are available for considering customer complaints prior to discontinuance;
  - (v) that commission procedures are available for considering customer complaints when a customer is not satisfied with the Company's handling of the complaint, including the address and phone number of the appropriate Commission office;
  - (vi) that it is a termination notice which should be brought to the attention of the Company when the bill is paid;
  - (vii) that payment of the charges with a check that is subsequently dishonored may result in immediate termination of service without further notice, if applicable; and
  - (viii) that at the time the Company goes to the premises to terminate service, it may require any payment to be made with cash, certified check, or money order if the customer has, within the last 24 months, paid with a check that has been dishonored.