

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

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

(c) Physical Termination of Service: (Cont'd.)

- (2) The Company shall not terminate service under this rule on:
  - (i) a Saturday or Sunday;
  - (ii) a Public Holiday as defined in the General Construction Law;
  - (iii) a day on which the business offices of the Company are closed for business; or
  - (iv) a day on which the Public Service Commission is closed.
- (3) On days when termination may occur, the Company may terminate service between the hours of 8:00 a.m. to 6:00 p.m., except that on days preceding the days listed in paragraph (2) of this rule, termination may only occur after 3:00 p.m. if the customer or any person in charge of the premises is informed prior to termination in a personal contact that termination is about to occur and the Company is prepared to accept a check for any payment required to avoid termination.
- (4) The Company shall not terminate service unless it shall have verified on the day termination is scheduled that payment has not been posted to the customer's account as of the opening of business on that day, or shall have complied with procedures established pursuant to (d)(2) of this rule.
- (5) Consistent with this rule, the Company shall strive to physically terminate service whenever a final notice of termination is sent.
- (6) The Company shall not terminate service more than 60 calendar days after issuance of the final termination notice, unless it has during that time, issued a termination reminder notice that states the current arrears due, if applicable. The Company shall not terminate service more than 90 calendar days after issuance of the final termination notice unless it has, during that time, issued a termination reminder notice that contains all the information required in (b) of this rule.