

2. Marketers shall have implemented a system to handle customer complaints and that the PSC held and hotline numbers are provided to customers.
3. Marketers bills rendered will be clear and in plain language, and the staff of the PSC's Consumer Services Division shall receive a sample copy.
4. Marketers shall have implemented procedures in place to ensure customers receive adequate prior notice of termination of gas supply services. The procedures must provide that notifications be sent at least 15 days before discontinuation of supply service to allow customers the opportunity to pay the overdue bill or request service from another provider.

For Non-Residential Service

1. Contracts between the marketers and customers contain a statement advising the customers of protections that have been waived in the transaction. Each marketer will file with the staff of the PSC's Consumer Services Division a copy of its standard contract.
 2. Marketers shall have implemented a reasonable dispute resolution process. Until such time as a process is developed and put into effect, and for a period of no longer than six months, consumers will be allowed to approach the PSC's Consumer Services Division for resolution of disputes.
13. The Company will continue to provide full HEFPA protection to residential customers who subscribe to transportation service. The Company will remain the provider of last resort in the event of service termination by the Third Party Supplier. However, any unanticipated usage by transportation customers returning to sales service, except as authorized in writing by the Company, shall not in any way be the responsibility of the Company and such changes shall be prorated among those customers.
14. For third party suppliers that subscribe to standby service from the Company:
- (a) In the event of a pipeline OFO resulting in a marketer being unable to deliver due to secondary delivery point capacity, the Company shall provide gas supply at a rate equal to 110% of the highest price at CNG North point as published in Gas Daily, plus variable pipeline costs and fuel.