

PSC NO: 12 GAS
COMPANY: THE BROOKLYN UNION GAS COMPANY
INITIAL EFFECTIVE DATE: 10/03/04
STAMPS:

LEAF: 413
REVISION: 3
SUPERSEDING REVISION: 2

SERVICE CLASSIFICATION No. 19 - Continued

The Seller must have an operational customer complaint system and provide Customers with the Public Service Commission help and hotline numbers.

The Seller must render bills that are clear and in plain language and submit a sample copy of such bill to the Consumer Service Divisions of the Public Service Commission.

The Seller must have 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 the discontinuation of gas supply service to allow Customers the opportunity to pay the overdue bill or request service from another provider of gas.

2) If the Customer is a non-residential customer:

The contract between the Customer and the Seller must contain a statement advising the Customer of protections that have been waived under the Commission's Regulations, 16 NYCRR§13.1 et seq. The Seller must file its standard contract with the staff of the Consumer Service Divisions of the Public Service Commission.

The Seller must establish a reasonable customer dispute resolution process. Until such time as a dispute resolution process is developed and put into effect (a period no greater than 6 months) the Seller shall allow Customers to approach the Consumer Services Divisions of the Public Service Commission for resolution of such disputes.

Issued by: John J. Bishar, Jr., Senior Vice President, General Counsel and Secretary, Brooklyn, NY