

PSC NO. 3 GAS
St. Lawrence Gas Company, Inc.
Initial Effective Date: 06/04/2004

Leaf: 99
Revision: 0
Superseding Revision:

GENERAL INFORMATION

2. General Rules, Regulations, Terms and Conditions: (Cont'd)

III. Metering, Billing, Discontinuance of Service and Complaints: (Cont'd)

X. Discontinuance of Service - Non-residential: (Cont'd)

1. Termination of Service: (Cont'd)

e. Payment at the Time of Termination:

- i. If a customer claims, at the time that termination for nonpayment is to take place, that payment has already been made and produces a written business record of payment, or claims that there is a complaint pending before the company or the Commission with regard to the charges demanded, the company's field representative shall make a reasonable effort to verify this information with the company office representative and shall not terminate service for nonpayment of any verified disputed amount.
- ii. If a customer offers payment of the full amount that forms the basis for a scheduled termination at the time of termination, the company representative shall accept such payment and not terminate service.
- iii. If an eligible customer signs a deferred payment agreement in accordance with 2.III.L. for the full amount that forms the basis for a scheduled termination and offers payment of the required downpayment at the time of termination, the company representative shall accept such downpayment and not terminate service. If the company allows the customer an extension of time to go to a business office to sign the deferred payment agreement, and the customer agrees to do so and offers payment of the required downpayment, the company representative shall accept such downpayment and not terminate service; provided, however, that the company may terminate service without further notice if the customer fails to sign the agreement within the specified time.