

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

Leaf: 146  
Revision: 0  
Superseding Revision:

## GENERAL INFORMATION

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

#### XI. Additional Terms and Conditions Applicable to Transportation Service (Cont'd)

##### O. Business Rules Generic To Aggregation And Large Volume Transportation Customers: (Cont'd)

#### 3. Billing and Collection Services and Charges (Cont'd)

##### c. Billing Questions and Disputes (Cont'd)

##### ii. Inquiries

##### a. All questions concerning invoices should be directed to:

Billing Department  
Phone: (315) 769-3516 Ext. 241

This department will direct such inquiries to the appropriate areas of responsibility which will be available to explain how the invoice amounts were determined.

##### b. Responses to billing inquiries will be acknowledged in writing or by electronic transmission promptly, but no later than five (5) calendar days from the company's receipt of the inquiry. The company will investigate and respond to the complainant, in writing, no later than twenty (20) calendar days from the company's receipt of the inquiry.

Issued by: G. Robert Simpson, President and General Manager, 33 Stearns Street, Massena, NY