

M-GBC, LLC

PSC NO. : 1 STEAM

LEAF: 9

REVISION: 0

SUPERSEDING REVISION:

GENERAL INFORMATION**10. Discontinuance of Service – Other**

- A. Service rendered under any application, contract or agreement may be discontinued by the Company after reasonable notice for any of the following reasons:
- (1) For willful or indifferent waste of steam due to any cause or for non-authorized use of steam.
 - (2) For failure to protect from damage the meter and connection, or for failure to protect and maintain the service pipe or fixtures on the property of the Customer in a condition satisfactory to the Company.
 - (3) For tampering with any meter, connections, service pipe, seal or any other appliance of the Company controlling or regulating the Customer's steam supply.
 - (4) For failure to provide the Company's employees reasonable access to the Company's premises, or for obstructing the way of ingress to the meter or any other appliances controlling or regulating the Customer's steam supply.
 - (5) In case of vacancy of the premises.
 - (6) For violation of any rule or regulation of the Company as filed with the Public Service Commission, provided such violation affects the reliability or integrity of the steam system.
- B. Written notice of discontinuance of service shall contain the information required by 16 NYCRR Part 13 and will be given except in those instances where a public health hazard exists.
- C. The Company may, at any time, temporarily discontinue steam service in case of accident, or for the purpose of making connections, alterations, repairs, changes, etc.
- D. Except as stated in the preceding paragraph, or in the case of a violation that threatens the integrity of the steam distribution system, the surrounding area or the health of any person, the Company shall not discontinue service to any Customer on a Friday, Saturday, Sunday, public holiday (as defined in the General Construction Law) or on a day when the Company is not open for business.

11. Complaint Handling Procedures

- A. The Company will promptly investigate and evaluate all complaints received from Customers regarding bills for service rendered or required deposits. The results of the Company's findings will be reported to the Customer. During the period of investigation and evaluation, service will not be discontinued, nor shall a new notice of termination be issued, provided, however, that the Customer will be required to pay the undisputed portion of any balance due, which may include a balance due for current usage.
- B. After the completion of such an investigation, if the Company determines that the disputed service has been rendered, or that the disputed charge or deposit is proper in whole or in part, the Company may require that the full bill or deposit be paid. Appropriate notices of the determination shall be given to the Customer, and where notice of discontinuance of service was previously sent, or is served with the determination, such notice shall include a statement advising

Date Issued: January 20, 2005**Date Effective: April 20, 2005**

Issued By: Jan Burman
Managing Member, M-GBC, LLC
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