

..DID: 10387
..TXT: PSC NO: 12 GAS LEAF: 35
COMPANY: THE BROOKLYN UNION GAS COMPANY REVISION: 3
INITIAL EFFECTIVE DATE: 11/01/99 SUPERSEDING REVISION: 1
STAMPS: Issued in compliance with order in Case 95-G-0761 dated October 28, 19
Cancelled by 4 Rev. Leaf No. 35 Effective 10/01/2001
RECEIVED: 10/29/99 STATUS: Cancelled EFFECTIVE: 11/01/99
GENERAL INFORMATION - Continued

14. Service Guarantees

The Company guarantees to keep all appointments made at the customer's request as well as special appointments the Company makes with the customer. If the Company does not keep an appointment within the timeframe agreed upon, a refund will be credited to the customer's next bill. The refund will be \$27.79 for residential customers and \$55.57 for non-residential customers.

Service guarantees do not apply to appointments made for the same day the customer requests service or if events beyond the Company's control, such as severe weather, prevent the Company from performing as planned.

15. Premium Service Appointments

At the request of the a customer, the Company will provide a Premium Service Appointment (defined below) for non-emergency, non-safety related service appointments such as meter locks and unlocks and meter readings.

Issued by: Steven L. Zelkowitz, Sr. Vice President and General Counsel, Brooklyn, NY