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GENERAL INFORMATION - Continued

- C. Multiple Dwelling Customers:
Where service is to an entire multiple dwelling (as defined in the Multiple Dwelling Law or Multiple Residence Law), the procedures and form of notice required by Part 11.7, Subchapter B, Chapter I, Title 16 of the New York Code of Rules and Regulations, provided that there will be no discontinuance of service until at least eighteen days after the mailing and posting of the appropriate notices.

Copies of the Company's discontinuance of service and complaint handling procedures along with the provisions contained in Parts 11 and 12, Subchapter B, Chapter I of 16NYCRR, The Home Energy Fair Practices Act - Rules are available for inspection at Company offices where applications for service may be made in person.

27. Reconnection and Reconnection Charges

A. Residential

Except in extreme and unusual circumstances or where the customer requests otherwise, the company shall reconnect service to any disconnected residential customer no later than 24 hours after either (1) receiving the full amount due for which service has been discontinued; or (2) agreeing to a plan by which the residential customer is obliged to satisfy the arrears; or (3) receiving direction from the Commission, or its designee; or (4) receipt by the Company of a commitment of a direct payment or written guarantee of payment from the social services official of the social services district in which the customer resides; or (5) the Company has notice that serious impairment to health or safety is likely to result if service is not reconnected.

Issued by: Robert J. Fani, Senior Vice President, Brooklyn, New York