

..DID: 3986

..TXT: PSC NO: 12 GAS

LEAF: 351

COMPANY: THE BROOKLYN UNION GAS COMPANY

REVISION: 0

INITIAL EFFECTIVE DATE: 10/01/98

SUPERSEDING REVISION:

STAMPS:

Cancelled by 1 Rev. Leaf No. 351 Effective 10/01/1998

RECEIVED: 06/01/98 STATUS: Cancelled EFFECTIVE: 10/01/98

**SERVICE CLASSIFICATION No. 17 - Continued**

1) If the Customer is a residential customer:

The contract between the Customer and its third party supplier of gas must contain specific language advising the Customer of protections that have been waived under the Home Energy Fair Practices Act and Part 11 of the Commission's Regulations, 16 NYCRR §§11.1 et seq. The third party supplier of gas must file its standard contract with the staff of the Consumer Services Division of the Public Service Commission.

The third party supplier of gas must have an operational customer complaint system and provide Customers with the Public Service Commission help and hotline numbers.

Third party suppliers of gas must render bills that are clear and in plain language and submit sample copies of such bills to the Consumer Services Division of the Public Service Commission.

Third party suppliers of gas must have procedures in place to ensure that Customers receive adequate prior notice of termination of gas supply services. The procedures must provide that notifications be sent at least 15 days before the discontinuation of gas supply service to allow Customers the opportunity to pay the overdue bill or request service from another provider of gas.

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