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COMPANY: THE BROOKLYN UNION GAS COMPANY REVISION: 0
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SERVICE CLASSIFICATION No. 16 - Continued

- (k) Customers who do not have remote metering devices will have their meters read on their cycle billing dates. However, bills for service rendered under this Service Classification shall be rendered monthly. Off- cycle bills rendered to such Customers may be based on the Company's estimate of the Customer's usage.
- (l) The Company will provide CTB service only to Customers who enter into agreements with third party sellers of gas who meet the following requirements:
- 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 to the Customer and the Company 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