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COMPANY: THE BROOKLYN UNION GAS COMPANY REVISION: 1
INITIAL EFFECTIVE DATE: 10/01/98 SUPERSEDING REVISION: 0
STAMPS: Issued in compliance - C.98-G-0824 (8/27/98) and C.95-G-0761 (9/22/98)
RECEIVED: 09/25/98 STATUS: Effective EFFECTIVE: 10/01/98
GENERAL INFORMATION - Continued

F. Complaint Handling Procedures

1. Customer Inquiries and Complaints

Customer complaints first shall be made to the Company by telephone, mail or in person. The Company will promptly investigate any customer complaint and report the results of its investigation to the customer in writing if requested by the customer. If the customer is not satisfied with the Company's resolution of the customer's complaint, the customer may ask the Company to reconsider the matter. If the customer remains dissatisfied after reconsideration of the matter by the Company, the customer may submit the complaint to the Commission, which will review and investigate it in accordance with its complaint handling procedures under Part 13 of the Regulations.

The Company will not terminate gas service to any customer while a complaint is pending before the Company or the Commission, and for eight (8) days thereafter, unless otherwise provided by the Commission or its authorized designee, providing that the customer pays the undisputed portions of any bill, including bills for current usage, or such amounts as the Commission or its authorized designee determines reasonably reflects the customer's cost of usage.

2. Customer Claims

Any claims against the Company must be made in writing to the Company and must include the name, address and telephone number of the claimant, a description of the incident, copies of bills, photographs and supporting documents, and the amount of the claim. All such claims should be mailed to the Company's main office at One MetroTech Center, Brooklyn, New York 11201, care of the Claims and Security Department.

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