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GENERAL INFORMATION (CONT'D)

### XIII. DISCONTINUANCE OF SERVICE - RESIDENTIAL

A. The provisions contained in this section are intended to reflect the requirements of 16 NYCRR §11.4.

B. Notice of Discontinuance - Time: The Utility may discontinue service for nonpayment of bills rendered for service or for failure to post a lawfully required deposit at least 15 days after written notice has been served personally upon the customer or mailed to the customer. This notice may not be issued until at least 20 days have elapsed from the date payment was due.

If the customer to be notified in Rule (XIII) (B) above has specified to the Utility in writing an alternate address for billing purposes, the notice shall be sent to such alternate address rather than to the premises where service is rendered.

C. Notice of Discontinuance - Format: Every notice indicating discontinuance of service will:

1. Clearly indicate in non-technical language:
  - a. the reason for service discontinuance;
  - b. the total amount required to be paid indicating the amount for which the customer's account is either in arrears or the required deposit, if any, which must be posted by the customer, or both;
  - c. a method whereby the customer may tender payment of the full sum due and owing, including any required deposit, to avoid the discontinuance of service; and

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