

..DID: 13549
..TXT: PSC NO: 12 GAS LEAF: 138.54
COMPANY: THE BROOKLYN UNION GAS COMPANY REVISION: 0
INITIAL EFFECTIVE DATE: 02/01/01 SUPERSEDING REVISION:
STAMPS: Issued in compliance with order in Case 99-M-0631 dated September 1, 2
CANCELLED by Supplement 9 effective 05/31/01
Suspended by order in Case 99-M-0631. See suppl. No. 8
RECEIVED: 10/31/00 STATUS: Cancelled EFFECTIVE: 06/01/01

GENERAL INFORMATION - Continued

Utility Issued Bills: Bill content must include information required by the Public Service Commission Order dated September 1, 2000 in Case 99-M-0631, Attachment D.

Utility Single Bills shall meet a standard of billing accuracy of 97% determined by dividing the number of Utility Single Bills not adjusted as a result of Utility error in a calendar month by the total number of Utility Single Bills issued during the month.

Compliance/Complaint Resolution: As stated in the Company's Schedule for Gas Service, PSC No. 12, Leaf No. 138.46, Section XII.

VII. CREDITWORTHINESS

As stated in the Company's Schedule for Gas Service, PSC No. 12, Leaf No. 138.3, Section II.

VIII. BACKOUT CREDIT

The backout credit is \$.48.

IX. UTILITY BILLING CHARGE

The utility billing charge is \$.75.

X. SETTLEMENT OF PAYMENTS

Payments received by the billing entity will be applied first to the utility portion of the bill with any remaining funds applied to ESCO charges. Payments will be applied to oldest utility arrears first.

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