

PSC NO: 12 GAS LEAF: 427.41  
COMPANY: THE BROOKLYN UNION GAS COMPANY REVISION: 3  
INITIAL EFFECTIVE DATE: 12/01/19 SUPERSEDING REVISION: 2  
STAMPS: Issued in compliance with Order in Case 19-G-0371 dated November 15, 2019

**SERVICE CLASSIFICATION No. 22 (Continued)**

**Customer Failure (continued)**

Non-Critical Care Customers:

- i. Required to apply for firm service;
- ii. Non-compliance charges will be incurred until remediation is complete or end of the winter season. Note: Beginning with the 2020/2021 winter season, non-compliance charges will start again on November 1<sup>st</sup> or the date the Company identifies the customer is still non-compliant, whichever date is later;
- iii. Required to submit a remediation plan. The Company will review and approve the plan within 30 days of submittal;
- iv. Required to provide proof that an efficiency audit was conducted within the last ten years or have one performed at the customer's expense;
- v. Required to install, at the customer's expense, a tank monitoring device that alerts the customer's fuel oil supplier of tank levels or an automatic shut-off valve; and
- vi. Agree to an unannounced on-site inspection of its alternate fuel facilities to verify ability to interrupt.

Critical Care Customers:

All of the requirements above for non-critical care customers apply to critical care customers, with the exception of the requirement to apply for firm service.

A critical care customer is any non-firm customer that provide life-saving or life-sustaining services, including the delivery of newborns (*i.e.*, hospitals providing critical care, nursing homes, correctional facilities, or designated areas of refuge, identified on an annual basis by local or state governmental agencies), where public safety could be affected by a need to relocate the occupants. Public facilities, such as schools that are utilized as emergency shelters, will be designated "critical" only when used as emergency shelters or refuges. All other customers are considered non-critical care.

There is an amnesty clause available to Customers that experience an equipment failure. Should a Customer fail to switch to its alternate fuel when it is notified to do so because of equipment failure, the Customer must notify the Company within one hour of the failure, and provide proof within two days that the equipment has been repaired and is operable. If a Customer can demonstrate that it was unable to obtain and install the necessary equipment within two days, the Customer will have five more days to remedy the situation. The Customer will provide proof that it has installed the necessary equipment and that it is operable. If a Customer meets

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