

GENERAL INFORMATION

16. CUSTOMER COMPLAINTS

- (A) Any complaint filed with the Company regarding disputed bills, charges, deposits or service problems will be promptly investigated in accordance with the procedures and form of notice required by Public Service Commission rules contained in Title 16 of the New York Code of Rules and Regulations, Part 143 and Section 11.20.
- (B) The Company may not discontinue service regarding a disputed bill or deposit until it has complied with said Commission rules.
- (C) Copies of the Company's complaint handling procedures, and form of notice are on file with the Commission and are available to the public upon request at the Company's offices where application for service may be made.