

GENERAL INFORMATION

7. CUSTOMER INQUIRIES AND COMPLAINTS

- 7.1 The Company will promptly investigate customer inquiries or complaints regarding bills, charges and service.

The Company will not discontinue service where a bill is in dispute until it has complied with the procedures and form of notice required by Part 143, Notice of Discontinuance and Complaint Procedures, Sections 143.8 and 143.9 of Subchapter D, Rates and Charges, of Chapter II Electric Utilities of Title 16 of the New York Code of Rules and Regulations, to the extent the same are applicable.

Copies of the Company's complaint handling procedures are on file with the Public Service Commission and are available at any office of the Company at which application for service may be made.

- 7.2 When the application of any portion of this tariff appears impractical or unjust to either party, the applicant, customer or Company may refer the matter to the Public Service Commission for a ruling thereon.