

# COMPLAINT FOR VIOLATION OF NOTIFICATION RULE

The following regulation took effect in North Carolina on January 1, 2003:

02 NCAC 38 .0705 NOTIFICATION OF FORMER SUPPLIER BEFORE DISCONNECTING

(a) This rule contains additional standards relating to the requirements for disconnection of service contained in G.S. 119-58(b).

(b) To "notify the former supplier before disconnecting the former service and connecting the new service," as required by G.S. 119-58(b), means that the new supplier shall provide the former supplier with written notice containing the new supplier's name, address and telephone number, the consumer's name and address, and stating the date and time after which service is to be disconnected. The notice may be sent by mail, overnight mail, facsimile, or by hand-delivery, so long as it is received prior to the disconnection of the former service.

By completing and submitting this form to the NCDA&CS Standards Division, you are making a complaint that another propane company has disconnected your company's tank at one of your customer's location and that company has not provided written notification received by your company prior to the disconnect, in accordance with the above regulation. Completed forms are to be faxed to 919-831-1303 or mailed to NCDA&CS Standards Division, 1050 Mail Service Center, Raleigh, North Carolina 27699-1050.

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Your company information: (Please **PRINT** all information) (\* indicates **required** information.)

Company Name\*: \_\_\_\_\_ Contact person\*: \_\_\_\_\_

Address\*: \_\_\_\_\_

City\*: \_\_\_\_\_ State\*: \_\_\_\_\_ Zip Code\*: \_\_\_\_\_ Telephone\*: \_\_\_\_\_

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Offending company information

Company Name\*: \_\_\_\_\_ Contact person: \_\_\_\_\_

Address: \_\_\_\_\_

City\*: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

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Customer information (Please send separate forms for each customer.)

Customer Name\*: \_\_\_\_\_

Address\*: \_\_\_\_\_

City\*: \_\_\_\_\_ State: NC Zip Code\*: \_\_\_\_\_

Date of disconnect (if known): \_\_\_\_\_ Date of your last delivery\*: \_\_\_\_\_

Date you found out about disconnect\*: \_\_\_\_\_ Today's Date\*: \_\_\_\_\_

How did disconnection violate the new rule? (Voice instead of written, notice after disconnect, e-mail notification, etc.)

Provide as much detail as you can. Addition pages are acceptable.