

**CHAPTER IV: Steam Utilities**  
**Subchapter C: Safety**

**Part 420 - Distribution of Steam**

**§ 420.6 Customer education and information program**

(a) Each steam corporation shall initiate and maintain on a continuing basis a satisfactory program for customer education and information designed to assist its customers, and appropriate government organizations, in the recognition of steam emergency conditions and situations, and to impress upon them the need for, and means by which, the steam corporation can be given notification of such situations.

(b) The program and the media used must be as comprehensive as necessary to reach all areas in which steam is distributed.

(c) During January of each year, each steam corporation shall [submit] file with the Secretary, in accordance with the requirements of § 3.5 of this Title, [to the Albany office of the Gas Division of the New York State Department of Public Service two copies of] a current description of its customer education and information program, including a detailed statement of the means of its implementation and samples of all descriptive literature and other educational aids.