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GENERAL INFORMATION

PART II - RULES AND REGULATIONS

9. DISPUTE RESOLUTION (Cont'd)

A. GENERAL DISPUTES (Cont'd)

- (8) If any reasonable resolution between a Distribution Customer or Direct Customer, including the Distribution Provider's affiliate, and the Distribution Provider results in generic competitive benefits, those benefits should also be available to other Distribution Customers and Direct Customers, including the affiliate of the Distribution Provider, where applicable. Any resolution involving a generalized change of the terms and conditions of the Distribution Provider's service under this tariff shall be subject to the filing and approval of appropriate tariff amendments.
- (9) All correspondence or documents to be delivered from one party to another under this process must be sent in a manner that provides verification that it is received within the time periods specified by this dispute resolution process.

B. DISPUTES CONCERNING AFFILIATE RELATIONS

If the Distribution Customer believes that the Distribution Provider has violated the standards pertaining to affiliates set forth in Schedule I of the Amended and Restated Settlement Agreement dated October 23, 1997, in Cases 94-E-0952 and 96-E-0898, it must file a complaint in writing with the Distribution Provider. The Distribution Provider must respond to the complaint in writing within twenty (20) business days after receipt of the complaint. Within ten (10) calendar days of the filing of such response, the Distribution Provider and the complaining party will meet, if necessary, in an attempt to resolve the matter informally. If the Distribution Provider and the complaining party are not able to resolve the matter informally within fifteen (15) business days after the filing of such response, the matter will be referred promptly to the PSC for disposition. This provision shall not preclude the Commission from addressing any such matter more expeditiously in the event that exigent circumstances so require.

ISSUED BY: James A. Lahtinen, Vice President Rates and Regulatory Economics, Rochester, New York