

PSC NO. 3 GAS
St. Lawrence Gas Company, Inc.
Initial Effective Date: 06/04/2004

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Revision: 0
Superseding Revision:

GENERAL INFORMATION

2. General Rules, Regulations, Terms and Conditions: (Cont'd)

XI. Additional Terms and Conditions Applicable to Transportation Service (Cont'd)

O. Business Rules Generic to Aggregation and Large Volume Transportation Customers: (Cont'd)

10. Discontinuance of Service (Cont'd)

e. Assignment of Marketer Contracts (Cont'd)

- vii. If a more expeditious transfer process is needed in a specific situation, the Marketer may request such expedited treatment upon a showing of need to the New York State Public Service Commission or its designee, which will have authority to grant such a request. The company will have standing in any such process.

11. Dispute Resolution Process

It is the desire and intent of the company to resolve disputes between itself and the Marketers/Direct Customers through informal means, such as telephone conversations or meetings. Should those good-faith efforts fail, the following process is to be followed to address all retail access disputes/complaints between Marketers/Direct Customers and the company with respect to retail access program issues. This process does not address disputes involving retail customers of either the Marketer or of the company. Each Marketer/Direct Customer and the company will designate specific personnel to be responsible for responding to complaints and disputes under this process. The parties may also pursue other legal mechanisms to address complaints and disputes.

- a. A Marketer/Direct Customer or the company may initiate the dispute resolution process by presenting a written description of the dispute/complaint, and a proposed resolution to the other party (ies) involved in the dispute, sent in a manner that will verify its receipt.
- b. The other party (ies) must, as soon as possible, but in no case more than fifteen (15) calendar days following receipt of the complaint, provide a written response to the complaining party (ies), with an alternative resolution proposal if the complaining party's (ies') proposed resolution is deemed unacceptable; or, with the results of any informal resolution that may have been reached with the other party (ies) prior to that date.