

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)

3. Billing and Collection Services and Charges (Cont'd)

c. Billing Questions and Disputes (Cont'd)

iii. Overpayments

- a. Overpayments made by a Marketer as a result of an inaccurate invoice or as determined through the Dispute Resolution Process will be credited to the Marketer's account if a prior shortage exists or will be refunded otherwise. Such credit or refund will occur within five (5) calendar days of a determination that an overpayment occurred. Such overpayments will earn interest at the rate of 1.5% per month from the date of the overpayment until the date of the credit or repayment, whichever applies. The refund will be rendered to the Marketer by electronic funds transfers or other means as may be mutually agreed upon by the Marketer and the company.
- b. Overpayments made voluntarily by a Marketer/Direct Customer will be credited to the Marketer's/Direct Customer's account and will not earn interest unless the overpayment is applied to the security deposit account.

iv. Marketer Initiated Disconnect of Residential Customers

- a. "Suspension" refers to disconnection of delivery service by the company upon request of a Marketer.
- b. "Termination" refers to both termination by a Marketer of its commodity service and termination by the company of its delivery service.