

PSC NO. 4 GAS LEAF: 166.1
ORANGE AND ROCKLAND UTILITIES, INC. REVISION: 3
INITIAL EFFECTIVE DATE: May 1, 2004 SUPERSEDING REVISION: 2

SERVICE CLASSIFICATION NO. 11 (Cont'd.)

DISPUTE RESOLUTION PROCESS:

The following process will to be followed to address all disputes/complaints between Sellers and the Company with respect to gas transportation service program issues, including those issues requiring Commission action. Disputes involving retail customers, of either the Sellers or the Company, are not addressed by this process.

Each Seller shall designate specific personnel to be responsible for responding to complaints and disputes under this process.

Disputes between Sellers and the Company shall be addressed as follows:

- a) Any Seller 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 involved in the dispute, sent in a manner that will verify its receipt.
- b) The other party must, as soon as possible, but in no case more than 15 calendar days following receipt of the complaint, provide a written response to the complaining party, with an alternative resolution proposal if the complaining party's proposed resolution is deemed unacceptable; or, with the results of any informal resolution that may have been reached with the other party prior to that date.
- c) If the initial exchange of written material and/or verbal discussions does not resolve the dispute, the complaining party may request a meeting(s) to discuss the matter further. The responding party must agree to such a meeting(s) to be held within 15 calendar days following the request.
- d) The parties may agree to use alternative dispute resolution techniques with mutually agreed-upon time frames that may differ from those defined in this Dispute Resolution Process.

Issued By: John D. McMahon, President, Pearl River, New York
(Name of Officer, Title, Address)