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..TXT: PSC NO: 4 GAS LEAF: 188.4
COMPANY: ORANGE AND ROCKLAND UTILITIES, INC. REVISION: 1
INITIAL EFFECTIVE DATE: 10/01/99 SUPERSEDING REVISION: 0
STAMPS: Issued in compliance with Order in Case 98-M-1343 dated 09/22/99
RECEIVED: 09/30/99 STATUS: Effective EFFECTIVE: 10/01/99

SERVICE CLASSIFICATION NO. 13 (Cont'd.)

DISPUTE RESOLUTION PROCESS: (Cont'd.)

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.
- e) If a resolution is not obtained within 45 calendar days after the initial complaint letter, either party may file the complaint with the Department of Public Service for resolution.
- an f) If a Seller or the Company believes that special circumstances (such as emergency involving public safety, system reliability or significant financial risk) exist that would require more expeditious resolution of a dispute or complaint than might be expected under the process described here, it may submit its complaint to the Department of Public Service in the first instance, with a copy provided to the other party involved in the dispute. The Department will respond to such a filing by:
 - 1) expeditiously resolving the dispute; or
 - 2) advising that the standard dispute resolution process described above must be followed.
- g) If a dispute involves the accuracy of invoiced charges, the invoiced charges must be paid, subject to refund with the applied interest (1.5% per month). Interest is payable only when associated with a finding of deficiency on the part of the party holding the funds determined to be due the other party.

Issued By: Kevin Burke, President, Pearl River, New York
(Name of Officer, Title, Address)