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COMPANY: NIAGARA MOHAWK POWER CORPORATION REVISION: 0  
INITIAL EFFECTIVE DATE: 06/01/99 SUPERSEDING REVISION:  
STAMPS:  
Cancelled by 1 Rev. Leaf No. 197.9 Effective 10/01/1999  
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SERVICE CLASSIFICATION NO. 11  
LOAD AGGREGATION (continued)

4. Billing Questions and Disputes

- a. All questions concerning invoices shall be directed in writing to the Company's designated department, which will direct such inquiries to the Company's cognizant representatives who will explain how the invoice amounts were determined.
- b. Responses to billing inquiries will be acknowledged in writing or by electronic transmission promptly, but not later than 5 calendar days from the Company's receipt of the inquiry. The Company will investigate and respond to the complaint, in writing, no later than 20 calendar days from the Company's receipt of the inquiry.
- c. Any objections to payment must be made in writing to the Company within 3 months after the date of the subject invoice. The Marketer/Direct Customer's failure to present an invoice claim within this three-month period shall constitute a waiver of any claim the Marketer/Direct Customer may have with respect to the charges set forth in the subject invoice.
- d. Overpayments made by a Marketer/Direct Customer as a result of an inaccurate invoice or as determined through the Dispute Resolution Process set forth in this Service Classification shall be credited to the Marketer/Direct Customer's account if a prior shortage exists or be refunded otherwise.
  - i) Such credit or refund will occur within 5 calendar days or a determination that an overpayment occurred.
  - ii) 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.
  - iii) The refund will be rendered to the Marketer/Direct Customer by electronic funds transfers.

Issued By: Darlene D. Kerr, Executive Vice President, Syracuse, New York