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COMPANY: CENTRAL HUDSON GAS & ELECTRIC CORPORATION REVISION: 1
INITIAL EFFECTIVE DATE: 06/01/02 SUPERSEDING REVISION: 0
STAMPS:
RECEIVED: 04/22/02 STATUS: Effective EFFECTIVE: 06/01/02

35. RETAIL ACCESS PROGRAM (Cont'd)

M. BILLING OF RETAIL SUPPLIER (Cont'd)

(c) Billing Questions and Disputes (Cont'd)

2. Inquiries

- (a) All questions concerning invoices should be directed to Central Hudson's Director of Customer Choice Programs.
- (b) Central Hudson will acknowledge billing inquiries in writing or by electronic means within five (5) calendar days after receipt of the inquiry. Central Hudson will respond to the inquirer, in writing, within twenty (20) calendar days after receipt of the inquiry.

3. Overpayments

- (a) Central Hudson will credit the Retail Supplier's account or otherwise refund overpayments made because of an inaccurate invoice (or as determined through the Dispute Resolution Process). Such credit or refund will occur within five (5) calendar days of a determination that an overpayment occurred. Overpayments will earn interest at 1.5% per month from the date of the overpayment until the date of the credit or repayment. Electronic fund transfer will deliver the refund to the Retail Supplier.
- (b) Overpayments made voluntarily by a Retail Supplier/Direct Customer will be credited to the Retail Supplier's account and will not earn interest unless they apply the overpayment to the security deposit account.

(d) Charges to Retail Suppliers from Company

Central Hudson may charge Retail Suppliers/Direct Customers for the following:

- 1. Late payment charges, at 1.5% per month, applicable to all overdue billed amounts, including arrears and unpaid late payment charges and to under billings, as determined through the Dispute Resolution Section, herein. Interest on the latter is only payable when associated with a finding of deficiency on the part of

Issued by: Arthur R. Upright, Senior Vice President, Poughkeepsie, New York