

..DID: 9971  
..TXT: PSC NO: 218 GAS LEAF: 197.9  
COMPANY: NIAGARA MOHAWK POWER CORPORATION REVISION: 1  
INITIAL EFFECTIVE DATE: 10/01/99 SUPERSEDING REVISION: 0  
STAMPS: Issued in Compliance with Order of PSC in C. 98-M-1343 dated 09/22/99.  
RECEIVED: 09/28/99 STATUS: Effective EFFECTIVE: 10/01/99

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, unless the Marketer/Direct Customer can show cause after the 3 month period as to why it could not reasonably have filed claim prior to the 3 month deadline.
- 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