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COMPANY: ORANGE AND ROCKLAND UTILITIES, INC. REVISION: 0
INITIAL EFFECTIVE DATE: 06/01/99 SUPERSEDING REVISION:
STAMPS: Issued in compliance with Order in Case 98-M-1343 dated 02/16/99
RECEIVED: 05/26/99 STATUS: Effective EFFECTIVE: 06/01/99

SERVICE CLASSIFICATION NO. 11 (Cont'd.)**DISPUTE RESOLUTION PROCESS: (Cont'd.)**

- 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.
- f) If a Seller or the Company believes that special circumstances (such as an 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.
- h) If any reasonable resolution between a Seller and the Company results in generic competitive benefits, those benefits should also be made available to other Sellers.
- i) All correspondence or documents to be delivered from one party to another under this process must be sent in a manner that provides verification that it is received within the time periods specified by this dispute resolution process.

CREDITWORTHINESS:

The Company's acceptance of an Application for Service under this Service Classification is contingent upon Seller satisfying a credit appraisal by the Company. The Company shall apply, on a non-discriminatory basis, consistent financial evaluation standards to determine the acceptability of Seller's overall financial condition. The Company shall perform such evaluations no less frequently than once every twelve months.

Credit Review

Each Seller must submit to the Company a current rating agency report from Dun and Bradstreet ("D&B"), Standard & Poor's ("S&P's"), Fitch's Investors Service ("Fitch") and Moody's Investors Services ("Moody's"), if available, prior to the execution of the Application for Service. If the Seller is not rated by any of these agencies, the Seller must notify the Company in writing.

Issued By: **R. Lee Haney, Chief Financial Officer, Pearl River, New York**
(Name of Officer, Title, Address)