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..TXT: PSC NO: 88 GAS LEAF: 50.25
COMPANY: NEW YORK STATE ELECTRIC & GAS CORPORATION REVISION: 1
INITIAL EFFECTIVE DATE: 01/01/00 SUPERSEDING REVISION: 0
STAMPS:
RECEIVED: 11/12/99 STATUS: Effective EFFECTIVE: 01/01/00

GENERAL INFORMATION

31. DISPUTE RESOLUTION PROCESS: (CONT'D)

B. Process (Cont'd)

- (2) Within fifteen (15) calendar days of receipt, the other party(ies) shall provide a written response to the complaining party(ies), with an alternative resolution proposal if the complaining party's(ies') proposed resolution is deemed unacceptable, or with the results of any informal resolution that may have been reached among the parties.
- (3) If the initial exchange, as described above, does not resolve the dispute, the complaining party(ies) may request a meeting, to be held within fifteen (15) calendar days to discuss the matter further.
- (4) The parties may agree to use alternative dispute resolution techniques with mutually agreed-upon time frames that may differ from those provided for in this section.
- (5) If a resolution is not obtained within forty-five (45) calendar days or other mutually agreed time period, after the initial complaint as set forth in 31.B.(1), either party may file the complaint with the PSC for resolution.
- (6) If a Marketer/Direct Customer of the Company believes that special circumstances exist that require more expeditious resolution of a dispute or complaint provided for hereunder, the party may submit its complaint to the PSC, with a copy provided to other involved parties. The PSC will respond to such a filing by:
 - (a) expeditiously resolving the dispute; or
 - (b) advising that the standard dispute resolution process be followed.
- (7) If the dispute involves the accuracy of invoiced charges, the invoiced charges must be paid, as provided for in Section 24 of this Schedule. Interest is only payable when associated with a finding of deficiency on the part of the party holding the funds determined to be due the other party.
- (8) If any resolution between a Marketer/Direct Customer has generic applicability, the resolution shall be made available to other Marketers/Direct Customers.
- (9) All correspondence must provide for verification of receipt consistent with the process detailed above.

Issued By: George E. Bonner, Vice President - Gas Operations & Marketing, Binghamton, NY
(Name of Officer, Title, Address)