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COMPANY: THE BROOKLYN UNION GAS COMPANY REVISION: 0
INITIAL EFFECTIVE DATE: 06/01/99 SUPERSEDING REVISION:
STAMPS:
RECEIVED: 04/26/99 STATUS: Effective EFFECTIVE: 06/01/99

C. Billing Questions and Disputes

1. Access to Billing Back-up Information

Upon implementation of the Company's EDI system, ESCOs/Marketers/Direct Customers shall have access to data elements that will enable them to perform necessary billing back-up calculations.

2. Inquiries

- (a) All questions concerning invoices should be directed to a pre-specified department (by department name and telephone number) within the Company. This department shall direct such inquiries to the appropriate areas of responsibility which shall be available to explain how the invoice amounts were determined.
- (b) Responses to billing inquiries must be acknowledged in writing or by electronic transmission promptly, but no later than 5 calendar days from the Company's receipt of the inquiry. The Company must investigate and respond to the complainant, in writing, no later than 20 calendar days from the Company's receipt of the inquiry.

3. Overpayments

- (a) Overpayments made by an ESCO/Marketer as a result of an inaccurate invoice or as determined through the Dispute Resolution Process shall be credited to the ESCO/Marketer's account if a prior shortage exists or be refunded otherwise. Such credit or refund must occur within 5 calendar days of a determination that an overpayment occurred. Such overpayments shall 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. The refund shall be rendered to the ESCO/Marketer by electronic funds transfers.

Issued by Steven L. Zelkowitz, Sr. Vice President and General Counsel, Brooklyn, NY