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**SECTION 2. GENERAL REGULATIONS**

**IV. Payment Arrangements and Credit Allowances (Continued)**

**A. Payment of Rates, Charges and Deposits (Continued)**

(2) (Continued)

- (d) In the case of a billing dispute between the Customer and the Company for service furnished to the Customer, which cannot be settled to the mutual satisfaction of the Customer and the Company, the Customer can contact the Commission at:

New York State Public Service Commission  
Public Affairs Office,  
3 Empire State Plaza  
Albany, NY 12223-1350  
Toll Free: 800-342-3377  
Local: 518-474-7080  
Fax: 518-474-0421  
Email: [web.questions@dps.ny.gov](mailto:web.questions@dps.ny.gov)

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By:

Onvoy Regulatory Manager  
300 South Highway 169, Suite 700  
Minneapolis, Minnesota 55426