

PSC No: 16 - Gas
Rochester Gas and Electric Corporation
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Effective:

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GENERAL INFORMATION

7. CUSTOMER INQUIRIES AND COMPLAINTS

A. CUSTOMER DISPUTES

Any complaint filed with the Company regarding disputed bills, charges or deposits will be promptly investigated in accordance with the procedures and form of notice required by the Public Service Commission rules contained in 16 NYCRR 11.20, 13.15 and Part 275.

The Company will not discontinue service regarding a disputed bill or deposit until it has complied with said Commission rules. Copies of the Company's complaint handling procedures and form of notice are on file with the Commission and are available to the public upon request at Company offices where application for service may be made.

B. RETAIL ACCESS DISPUTE RESOLUTION PROCESS

The following process is to be followed to address all retail access disputes/complaints between Suppliers or Direct Customers and the Company with respect to retail access program issues. Disputes involving Customers, of either the Suppliers or the Company, are not addressed by this process. Each Supplier or Direct Customer and the Company shall designate specific personnel to be responsible for responding to complaints and disputes under this process. The parties may also pursue other legal mechanisms to address complaints and disputes.

- (1) Any Supplier or Direct Customer or the Company may initiate the dispute resolution process by presenting a written description of the dispute/complaint, and a proposed resolution, to the other party or parties involved in the dispute, sent in a manner that will verify its receipt.
- (2) The other party or parties must, as soon as possible, but in no case more than fifteen (15) calendar days following receipt of the complaint, provide a written response to the complaining party or parties, with an alternative resolution proposal if the complaining party's or parties' proposed resolution is deemed unacceptable; or, with the results of any informal resolution that may have been reached with the other party or parties prior to that date.
- (3) If the initial exchange of written material (and perhaps verbal discussions) does not resolve the dispute, the complaining party or parties may request a meeting(s) to discuss the matter further. The responding party or parties must agree to such a meeting(s) to be held within fifteen (15) calendar days following the request.
- (4) The parties may agree to use alternative dispute resolution techniques with mutually agreed-upon time frames that may differ from those defined in the dispute resolution process.
- (5) If a resolution is not obtained within forty-five (45) calendar days after the initial complaint letter or the mutually agreed-upon time frame, either party may file the complaint with the Department of Public Service for resolution.
- (6) If a Supplier or Direct Customer 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, with a copy provided to the other party or parties involved in the dispute. The Department will respond to such a filing by:
 - (a) Expeditiously resolving the dispute; or
 - (b) Advising that the standard dispute resolution process described above be followed.

(Continued on next leaf)

ISSUED BY: James A. Lahtinen, Vice President Rates and Regulatory Economics, Rochester, New York