

PSC No: 16 - Gas
Rochester Gas and Electric Corporation
Initial Effective Date: June 1, 2003
Effective:

Leaf No. 113
Revision: 0
Superseding Revision:

GENERAL INFORMATION

7. CUSTOMER INQUIRIES AND COMPLAINTS (Cont'd)

B. RETAIL ACCESS DISPUTE RESOLUTION PROCESS (CONT'D)

- (7) If a dispute involves the accuracy of invoiced charges, the invoiced charges must be paid, subject to refund with interest at the rate of 1.5% per month. This 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 reasonable resolution between a Marketer or Direct Customer, including the Company's affiliate, and the Company results in generic competitive benefits, those benefits should also be available to other Marketers or Direct Customers, including the affiliate of the Company, where applicable. Any resolution involving a generalized change to the terms and conditions of the Company's service under this tariff shall be subject to the filing and approval of appropriate tariff amendments.
- (9) 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.

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