

PSC No: 120 - Electricity
New York State Electric and Gas Corporation
Initial Effective Date: December 1, 2003

Leaf No. 105
Revision: 0
Superseding Revision:

GENERAL INFORMATION

16. Customer Advantage Program - General Retail Access: (Cont'd.)

H. ESCO/DC Complaint or Dispute Resolution Process: (Cont'd.)

5. If a resolution is not obtained within forty-five (45) calendar days after the initial dispute/complaint letter or the mutually agreed-upon time frame, either party may file the dispute/complaint with the DPS Staff for resolution.
6. If an ESCO/DC or NYSEG 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(ies) involved in the dispute. DPS Staff will respond to such a filing by:
 - (a) expeditiously resolving the dispute/complaint; or
 - (b) advising that the standard dispute/complaint resolution process described above be followed.
7. If a dispute involves the accuracy of invoiced charges, the invoiced charges must be paid, subject to refund with the applied interest (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.

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