

PSC No: 120 - Electricity
New York State Electric and Gas Corporation
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GENERAL INFORMATION

14. Competitive Metering Option: (Cont'd.)

(j) Qualified Customer Complaints

Note: all the below rules should be applied consistent with the Commission's Manual.

- i. Receipt of Complaints: if a Qualified Customer directs a complaint concerning a competitive meter to the utility, the utility shall inform the customer of its right to the complaint handling procedures provided by the MSP/MDSP, and its right to present its complaint to the Commission if it is not resolved.
- ii. The MSP/MDSP must respond in accordance with the complaint handling procedures it has filed with the Commission.
- iii. Resolution of Complaints: at the time the MSP/MDSP informs the Qualified Customer of its response to the customer's complaint concerning a competitive meter, it shall advise the customer of the Commission's complaint-handling procedures, including the Commission's address and toll-free telephone number.
- iv. If a Qualified Customer is unable to reach a satisfactory resolution of a dispute concerning a competitive meter with the utility, MSP or MDSP, the customer may complain, either orally or in writing, to the Commission.
- v. Upon receipt of the complaint, the Commission, or its designee, shall have the authority to request and witness the test of a meter or metering device or otherwise to call for the removal of a metering device to determine device performance under controlled conditions such as those in a meter shop.

(k) Auditing

Consistent with the Manual, the overall responsibility for the auditing of the Competitive Metering infrastructure shall reside with the Department of Public Service Staff. At the direction of Staff, the utility will conduct audits of metering sites and of meter maintenance work performed by MSPs. A utility may, at its own expense, audit the performance of MSPs/MDSPs by witnessing the work performed and/or by performing follow-up inspections.

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