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**35. RETAIL ACCESS PROGRAM** (Cont'd)

P. TERMINATION OF SERVICE (Cont'd)

(e) (Cont'd)

7. If a speedier transfer process is needed in a specific situation, the Retail Supplier may request expedited treatment from the Public Service Commission or its designee, who has the authority to grant such a request. Central Hudson will have standing in any such process.

Q. RESOLUTION OF DISPUTES BETWEEN A RETAIL SUPPLIER AND CENTRAL HUDSON

The following steps outline a process intended to speed the resolution of disputes between Central Hudson and any Retail Supplier participating in the Retail Access Program. Central Hudson full-service or delivery service customers with complaints about Central Hudson should follow the process outlined in General Information Section 19.

- (a) A Retail Supplier/Direct Customer or Utility may initiate the dispute resolution process by sending (in a manner that will verify its receipt) a written description of the dispute/complaint with a proposed resolution to the other party;

Within fifteen (15) calendar days after receipt of the complaint, the other party must provide a written response to the complaining party, with an alternative resolution if the complaining party's proposed resolution is unacceptable; or, with the results of any informal resolution that may have been reached with the other party prior to that date.

If the initial exchange of written material (and perhaps verbal discussion) does not resolve the dispute, the plaintiff may request a meeting(s) to discuss the matter further. The respondent must agree to such a meeting to be held within fifteen (15) calendar days following the request.

Issued by: Arthur R. Upright, Senior Vice President, Poughkeepsie, New York