

..DID: 9421
..TXT: PSC NO: 12 GAS LEAF: 427.19
COMPANY: THE BROOKLYN UNION GAS COMPANY REVISION: 1
INITIAL EFFECTIVE DATE: 11/01/99 SUPERSEDING REVISION: 0
STAMPS:
RECEIVED: 07/16/99 STATUS: Effective EFFECTIVE: 11/01/99

SERVICE CLASSIFICATION NO. 20 (Continued)

II. Dispute Resolution

The Company or Customer may elect to use the following process to address any dispute or complaint regarding Company's processing of Customer's application for transportation service. The parties may also pursue other legal mechanisms to address complaints and disputes including the Commission's formal complaint proceeding.

- A. The Company or Customer may initiate the dispute resolution process by presenting a written description of the dispute/complaint, and a proposed resolution, to the other party, sent in a manner that will verify its receipt.
- B. The other party must, as soon as possible, but in no case more than 15 calendar days following receipt of the complaint, provide a written response to the complaining party, with an alternative resolution proposal if the complaining party's proposed resolution proposal is deemed unacceptable; or, with the results of any informal resolution that may have been reached with the other party prior to that date.
- C. If the initial exchange of written material (and perhaps verbal discussions) does not resolve the dispute, the complaining party may request a meeting(s) to discuss the matter further. The responding party must agree to such a meeting(s) to be held within 15 calendar days following the request.
- D. 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 solution process.
- E. If a resolution is not obtained within 45 calendar days after the initial complaint letter, either party may file the complaint with the Department of Public Service for assistance in resolving the dispute.
- F. All correspondence or documents to be delivered from one party or 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 Steven L. Zelkowitz, Sr. Vice President and General Counsel, Brooklyn, NY