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COMPANY: CENTRAL HUDSON GAS & ELECTRIC CORPORATION REVISION: 0
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41. RETAIL ACCESS PROGRAM (Cont'd)

Q. RESOLUTION OF DISPUTES BETWEEN A RETAIL SUPPLIER AND CENTRAL HUDSON
(Cont'd)

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.

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.

If resolution is not reached within 45 calendar days after the initial complaint letter, or a mutually agreed-upon deadline, either party may file the complaint with the Department of Public Service for resolution.

- (b) If a Retail Supplier/Direct Customer or the Company believes that special circumstances (such as an emergency involving public safety, system reliability or significant financial risk) exist that would require speedier 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 involved in the dispute. The Department will respond to such a filing by:
1. quickly resolving the dispute; or,
 2. advising that the standard dispute resolution process described above be followed.
- (c) 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.
- (d) If any reasonable resolution between a Retail Supplier/Direct Customer, including Central Hudson's affiliate, and Central Hudson results in generic competitive benefits, those benefits should also be available to other Retail Suppliers/Direct Customers, including the affiliate of that utility, where applicable.

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