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

P. **TERMINATION OF SERVICE** (Cont'd)

6. The assignment document(s) (copies of which will be provided to Central Hudson and the Commission) will indicate which party will be responsible for payment or reimbursement of any and all sums owed under the Tariff or under any tariffs on file with the FERC, and service agreements relating thereto, or under any agreements between the Retail Supplier and Central Hudson and between the Retail Supplier and customers.
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.
8. Storage balances will be considered to be the property of the customers being transferred and will be transferred with those customers.

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 with a complaint should first telephone Central Hudson's Director of Customer Choice Programs who will attempt to resolve the issue or refer the plaintiff to the Central Hudson department that can. If Central Hudson has a complaint with a Retail Supplier, the Director of Customer Choice Programs will attempt first to resolve the issue by telephone with his counterpart. If a plaintiff remains dissatisfied, then either party may initiate the formal 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.

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