

..DID: 8127
..TXT: PSC NO: 88 GAS LEAF: 50.24
COMPANY: NEW YORK STATE ELECTRIC & GAS CORPORATION REVISION: 0
INITIAL EFFECTIVE DATE: 06/01/99 SUPERSEDING REVISION:
STAMPS:
RECEIVED: 04/26/99 STATUS: Effective EFFECTIVE: 06/01/99

GENERAL INFORMATION

30. DISCONTINUANCE OF SERVICE: (CONT'D)

G. Assignment of Marketer Contracts (Cont'd)

- (3) If the Company learns that a Marketer has assigned customers without giving the proper notice to its customers and to the Company in accordance with 30.G.(1), the Company will immediately inform the PSC and then, if directed, notify the Marketer's customers in accordance with 30.G.(2).
- (4) If a Marketer does not provide the required notice in accordance with 30.G.(1), the Marketer may be determined ineligible and/or may be assessed a monetary penalty by the PSC.
- (5) The assignment documents provided to the Company and the PSC must clearly state which party will be responsible for payment of any and all sums owed under this Schedule or any other agreements with the Company.
- (6) If a more expedited transfer process is desired, the Marketer may request such expedited treatment upon a showing of need to the PSC or its designee.

31. DISPUTE RESOLUTION PROCESS:

A. Applicability

- (1) All retail access disputes/complaints between Marketers/Direct Customers and the Company with regard to program issues. Issues pertaining to Customers are not addressed by this process. The Company and each Marketer will designate specific personnel responsible for responding to complaints and disputes under this process. The parties may also pursue other legal mechanisms to address complaints and disputes.

B. Process

- (1) A Marketer/Direct Customer or the Company may initiate the dispute resolution process by presenting a written description of the dispute/complaint, and a proposed resolution, to the other party(ies) involved in the dispute, in a manner that will verify its receipt.

Issued By: George E. Bonner, Vice President - Gas Operations & Marketing, Binghamton, NY
(Name of Officer, Title, Address)