

..DID: 8287  
..TXT: PSC NO: 12 GAS LEAF: 138.46  
COMPANY: THE BROOKLYN UNION GAS COMPANY REVISION: 0  
INITIAL EFFECTIVE DATE: 06/01/99 SUPERSEDING REVISION:  
STAMPS:  
RECEIVED: 04/26/99 STATUS: Effective EFFECTIVE: 06/01/99

**GENERAL INFORMATION (Cont.)**

6. The assignment document(s) (copies of which shall be provided to the Company and the Commission) shall 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 ESCO/Marketer and the Company and between the ESCO/Marketer and customers.
7. If a more expeditious transfer process is needed in a specific situation, the ESCO/Marketer may request such expedited treatment upon a showing of need to the Public Service Commission or its designee, who shall have authority to grant such a request. The Company shall have standing in any such process.

**XII. DISPUTE RESOLUTION PROCESS**

The following process is expected to be followed to address all retail access disputes/complaints between ESCOs/Marketers/Direct Customers and the Company with respect to retail access program issues. Disputes involving retail customers, of either the ESCOs/Marketers or of the Company, are not addressed by this process. Each ESCO/Marketer/Direct Customer and the Company shall designate specific personnel to be responsible for responding to complaints and disputes under this process. The parties may also pursue other legal mechanisms to address complaints and disputes.

- A. Any ESCO/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, sent in a manner that will verify its receipt.

Issued by Steven L. Zelkowitz, Sr. Vice President and General Counsel, Brooklyn, NY