



**North American Energy Standards Board**

1100 Louisiana, Suite 3625, Houston, Texas 77002

Phone: (713) 356-0060, Fax: (713) 356-0067, E-mail: [naesb@aol.com](mailto:naesb@aol.com)

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**RETAIL GAS QUADRANT**

**GAS PRACTICES INVENTORY TASK FORCE**

**Survey**

**March 27, 2003**

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SUBCOMMITTEE: Supplier / Utility Interface

CATEGORY: Creditworthiness

1. What entity do you represent?
2. What is the date of this response?
3. What jurisdiction are these responses for?
4. How often is the Delivery Service Suppliers' creditworthiness reviewed?
5. What are the creditworthiness determinants?
6. How do you calculate the security requirement?
7. What types of security instruments are allowed?
8. When may the Local Distribution Company call on the security?



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**RETAIL GAS QUADRANT**

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**Survey**

**March 27, 2003**

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SUBCOMMITTEE: Technical Electronic Implementation Subcommittee

CATEGORY: Customer Information

1. What entity do you represent? [Virginia Natural Gas](#)
2. What is the date of this response? [April 14, 2003](#)
3. What jurisdiction are these responses for? [Hampton Roads, Virginia \(Virginia State Corporation Commission\)](#)
4. What type of historical customer information is available to the Delivery Service Provider? [NA](#)
5. How is the customers' credit information shared with the Delivery Service Provider? [NA](#)
6. How quickly must the Local Distribution Company respond to the Delivery Service Provider's request? [NA](#)
7. How is the customers' meter read data (consumption) shared with the Delivery Service Provider? [NA](#)
8. What are the Delivery Service Provider's limits on the use of the customer information? [NA](#)
9. What are the rules governing the use of customer mailing lists? [NA](#)



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**March 27, 2003**

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SUBCOMMITTEE: Customer Processes Subcommittee

CATEGORY: Uniform Utility Billing and Collection Services and Charges

1. What entity do you represent?
2. What is the date of this response?
3. What jurisdiction are these responses for?
4. What information must be provided on the Local Distribution Company's invoice to the Delivery Service Provider?
5. What are the invoice payment terms?
6. How are billing questions and disputes managed between the Local Distribution Company and the Delivery Service Provider?
7. How are overpayments managed between the Local Distribution Company and the Delivery Service Provider?



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SUBCOMMITTEE: Customer Processes Subcommittee

CATEGORY: Billing Agency Arrangements

1. What entity do you represent? [Virginia Natural Gas](#)
2. What is the date of this response? [April 14, 2003](#)
3. What jurisdiction are these responses for? [Hampton Roads, Virginia \(Virginia State Corporation Commission\)](#)
4. What are the Delivery Service Provider's obligations as the customers' billing agent?  
[Virginia Natural Gas is the regulated delivery service provider for VNG customers. VNG performs all billing related functions with the exception of bill print. That function is outsourced.](#)
5. What are the Local Distribution Company's obligations in administering the billing agency arrangement? [NA](#)
6. What are the provisions for the use of a "lock box" payment mechanism? [SunTrust Bank currently provides our lock box services.](#)
7. What are the provisions for terminating the billing agency arrangement? [NA](#)



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SUBCOMMITTEE: Customer Processes Subcommittee

CATEGORY: Dispute Resolution Process – Suppliers and LDCs

1. What entity do you represent?
2. What is the date of this response?
3. What jurisdiction are these responses for?
4. What is the initial notification process for a dispute between a Delivery Service Provider and a Local Distribution Company?
5. What is the hierarchy of payments between the Local Distribution Company and the Delivery Service Provider?
6. What is their requirement to meet to resolve a dispute?
7. When does the Public Service Commission become involved during dispute resolution?
8. What alternate methods are available to resolve disputes?



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SUBCOMMITTEE: Customer Processes Subcommittee

CATEGORY: Dispute Resolution Process – Suppliers and Customers

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2. What is the date of this response? [April 14, 2003](#)
3. What jurisdiction are these responses for? [Hampton Roads, Virginia \(Virginia State Corporation Commission\)](#)
4. What is the process for resolving a dispute between a Delivery Service Provider and a customer? [NA](#)
5. What is the hierarchy of payments between the Local Distribution Company and the Delivery Service Provider? [NA](#)
6. What is the requirement for a Delivery Service Provider to resolve a dispute? [NA](#)
7. What is the requirement for a Delivery Service Provider and a Local Distribution Company to work together to resolve a dispute between a Delivery Service Provider and a customer? [NA](#)



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SUBCOMMITTEE: Customer Processes Subcommittee

CATEGORY: Billing and Payment Processing - Dual Billing

1. What entity do you represent? [Virginia Natural Gas](#)
2. What is the date of this response? [April 14, 2003](#)
3. What jurisdiction are these responses for? [Hampton Roads, Virginia \(Virginia State Corporation Commission\)](#)
4. What are the billing options? [NA](#)
5. Who are the billing parties? [NA](#)
6. What billing format is used and how is it determined? [NA](#)
7. What are the minimum elements on a Delivery Service Provider's bill? [NA](#)
8. How are billing determinants communicated between the Delivery Service Provider and the Local Distribution Company or other billing party? [NA](#)



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#### GAS PRACTICES INVENTORY TASK FORCE

##### Survey

March 27, 2003

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SUBCOMMITTEE: Customer Processes Subcommittee

CATEGORY: Billing and Payment Processing – Utility Consolidated Billing

1. What entity do you represent? [Virginia Natural Gas](#)
2. What is the date of this response? [April 14, 2003](#)
3. What jurisdiction are these responses for? [Hampton Roads, Virginia \(Virginia State Corporation Commission\)](#)
4. What are the billing options? [NA](#)
5. What are the requirements for the Local Distribution Company to provide a consolidated bill? [NA](#)
6. What is the hierarchy of payments between the Local Distribution Company and the Delivery Service Provider? [NA](#)
7. What are the functions and responsibilities of the Local Distribution Company and the Delivery Service Provider? [NA](#)
8. What are the minimum elements on a consolidated bill? [NA](#)
9. How are payments processed between the Local Distribution Company and the Delivery Service Provider? [NA](#)



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SUBCOMMITTEE: Customer Processes Subcommittee

CATEGORY: Billing and Payment Processing – Supplier Consolidated Billing

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SUBCOMMITTEE: Supplier / Utility Interface

CATEGORY: Creditworthiness

1. What entity do you represent?
2. What is the date of this response?
3. What jurisdiction are these responses for?
4. How often is the Delivery Service Suppliers' creditworthiness reviewed?
5. What are the creditworthiness determinants?
6. How do you calculate the security requirement?
7. What types of security instruments are allowed?
8. When may the Local Distribution Company call on the security?



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SUBCOMMITTEE: Technical Electronic Implementation Subcommittee

CATEGORY: Customer Information

1. What entity do you represent?
2. What is the date of this response?
3. What jurisdiction are these responses for?
4. What type of historical customer information is available to the Delivery Service Provider?
5. How is the customers' credit information shared with the Delivery Service Provider?
6. How quickly must the Local Distribution Company respond to the Delivery Service Provider's request?
7. How is the customers' meter read data (consumption) shared with the Delivery Service Provider?
8. What are the Delivery Service Provider's limits on the use of the customer information?
9. What are the rules governing the use of customer mailing lists?



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SUBCOMMITTEE: Customer Processes Subcommittee

CATEGORY: Uniform Utility Billing and Collection Services and Charges

1. What entity do you represent?
2. What is the date of this response?
3. What jurisdiction are these responses for?
4. What information must be provided on the Local Distribution Company's invoice to the Delivery Service Provider?
5. What are the invoice payment terms?
6. How are billing questions and disputes managed between the Local Distribution Company and the Delivery Service Provider?
7. How are overpayments managed between the Local Distribution Company and the Delivery Service Provider?



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SUBCOMMITTEE: Customer Processes Subcommittee

CATEGORY: Billing Agency Arrangements

1. What entity do you represent?      Customer Accounting Services – AGL Resources
2. What is the date of this response?      4/9/03
3. What jurisdiction are these responses for?      Chattanooga Gas Company
4. What are the Delivery Service Provider's obligations as the customers' billing agent?  
Interruptible accounts – monthly billing and accounts receivable.  
Firm or residential accounts – N/A for Customer Accounting Services. Connie McIntyre or John Beddingfield should be able to answer.
5. What are the Local Distribution Company's obligations in administering the billing agency arrangement?      Firm billing – John Beddingfield or Connie McIntyre.  
Interruptible billing – in-house monthly billing utilizing Thoroughbred billing system.
6. What are the provisions for the use of a "lock box" payment mechanism?  
Interruptible accounts – payments are wired or mailed directly to AGLR.  
Firm accounts billed in CIS – 1<sup>st</sup> Tennessee accepts payments and the totals are sent to us through the lock-box.
7. What are the provisions for terminating the billing agency arrangement?  
Interruptible – N/A (in-house billing)  
Firm – John Beddingfield



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SUBCOMMITTEE: Customer Processes Subcommittee

CATEGORY: Dispute Resolution Process – Suppliers and LDCs

1. What entity do you represent?
2. What is the date of this response?
3. What jurisdiction are these responses for?
4. What is the initial notification process for a dispute between a Delivery Service Provider and a Local Distribution Company?
5. What is the hierarchy of payments between the Local Distribution Company and the Delivery Service Provider?
6. What is their requirement to meet to resolve a dispute?
7. When does the Public Service Commission become involved during dispute resolution?
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SUBCOMMITTEE: Customer Processes Subcommittee

CATEGORY: Dispute Resolution Process – Suppliers and Customers

1. What entity do you represent?      Customer Accounting Services – AGL Resources
2. What is the date of this response?      4/9/03
3. What jurisdiction are these responses for?      Chattanooga Gas Company
4. What is the process for resolving a dispute between a Delivery Service Provider and a customer?
5. What is the hierarchy of payments between the Local Distribution Company and the Delivery Service Provider?
6. What is the requirement for a Delivery Service Provider to resolve a dispute?
7. What is the requirement for a Delivery Service Provider and a Local Distribution Company to work together to resolve a dispute between a Delivery Service Provider and a customer?

“Dispute Resolutions” is not applicable for Customer Accounting Services, who is responsible for billing CGC interruptible customers, posting revenue and payments, and applying adjustments that have been requested by CGC representatives. CGC representative is responsible for settling interruptible customer disputes.

The Customer Care Center should settle residential customer disputes.



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SUBCOMMITTEE: Customer Processes Subcommittee

CATEGORY: Billing and Payment Processing - Dual Billing

1. What entity do you represent?      Customer Accounting Services
2. What is the date of this response?      4/9/03
3. What jurisdiction are these responses for?      Chattanooga Gas Company
4. What are the billing options?      Interruptible accounts are billed monthly on the 4<sup>th</sup> business day. Chattanooga residential customers are billed on the applicable billing cycle (1-21).
5. Who are the billing parties?      Interruptible accounts – Customer Accounting Services. Residential (firm) accounts – John Beddingfield or Connie McIntyre should be able to answer.
6. What billing format is used and how is it determined?      Reflects dates, rates, volumes and various applicable riders, penalties determined by the Tennessee Regulatory Authority.
7. What are the minimum elements on a Delivery Service Provider's bill?  
Interruptible – customer charge and sales tax if applicable.
8. How are billing determinants communicated between the Delivery Service Provider and the Local Distribution Company or other billing party?



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SUBCOMMITTEE: Customer Processes Subcommittee

CATEGORY: Billing and Payment Processing – Utility Consolidated Billing

1. What entity do you represent?      Customer Accounting Services – AGL Resources
2. What is the date of this response?      4/9/03
3. What jurisdiction are these responses for?      Chattanooga Gas Company
4. What are the billing options?
5. What are the requirements for the Local Distribution Company to provide a consolidated bill?
6. What is the hierarchy of payments between the Local Distribution Company and the Delivery Service Provider?
7. What are the functions and responsibilities of the Local Distribution Company and the Delivery Service Provider?
8. What are the minimum elements on a consolidated bill?
9. How are payments processed between the Local Distribution Company and the Delivery Service Provider?

If I understand “Utility Consolidated Billing”, this would is not applicable for residential or interruptible accounts since CGC is a regulated provider.



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SUBCOMMITTEE: Customer Processes Subcommittee

CATEGORY: Billing and Payment Processing – Supplier Consolidated Billing

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SUBCOMMITTEE: Supplier / Utility Interface

CATEGORY: Creditworthiness

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SUBCOMMITTEE: Technical Electronic Implementation Subcommittee

CATEGORY: Customer Information

1. What entity do you represent?

[Atlanta Gas Light Company](#)

2. What is the date of this response?

[April 10, 2003](#)

3. What jurisdiction are these responses for?

[Georgia](#)

4. What type of historical customer information is available to the Delivery Service Provider?

[AGLC is required by the Georgia Public Service Commission to provide annual updates of customer information to all market participants \(marketers\). A CD-Rom is created containing the following information:](#)

- [Customer Name](#)
- [Service Address](#)
- [Customer Type/Rate Schedule](#)
- [Number of Units at the Service Point](#)
- [SIC Code](#)
- [Design Day Usage \(load factor used in the Georgia jurisdiction\)](#)



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- Continuous Gas Service Agreement Indicator
- Delivery Group
- Meter Reading Group
- Meter Information (type, size, read method, MCF indicator)
- Mailing Address
- Date Account Established
- LDC Account #
- LDC Premises Number
- LDC Customer Number

5. How is the customers' credit information shared with the Delivery Service Provider?

AGLC does not maintain nor share customers' credit information with the DSP. The bill method for the Georgia jurisdiction is Supplier Consolidated Billing. Therefore, AGLC does not maintain credit information or financial information for the end use customer.

6. How quickly must the Local Distribution Company respond to the Delivery Service Provider's request?

There are no regulatory requirements surrounding generic DSP requests. However, some service order requests have regulatory requirements. For example, AGLC must disconnect customers for non-payment within 5 business days following a request from the DSP (marketer).

7. How is the customers' meter read data (consumption) shared with the Delivery Service Provider?

AGLC provides monthly, historical, and field service meter read data. Monthly cycle meter readings are delivered daily via electronic transaction based on the meter reading schedule maintained by AGLC. Historical meter read data is provided via



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electronic transaction when a service activation (meter turn-on) order is issued. The historical meter read transaction contains the thirteen (13) most recent periods. Additionally, AGLC provides access to historical meter read data via the Internet. DSPs access an AGLC website to view a premises meter read data. Finally, meter read data is provided via electronic transactions whenever AGLC performs field work on behalf of the DSP/customer. For example, a transaction is delivered to the DSP when an AGLC Field Service Representative (FSR) disconnects service (meter turn-off) at the service location.

8. What are the Delivery Service Provider's limits on the use of the customer information?

AGLC is not subject to the DSP rules and limits. Therefore, we are not able to answer this question on behalf of the DSPs.

9. What are the rules governing the use of customer mailing lists?

AGL does not get involved in the customer mailing lists.



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SUBCOMMITTEE: Customer Processes Subcommittee

CATEGORY: Uniform Utility Billing and Collection Services and Charges

1. What entity do you represent?
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SUBCOMMITTEE: Customer Processes Subcommittee

CATEGORY: Billing Agency Arrangements

1. What entity do you represent?
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7. What are the provisions for terminating the billing agency arrangement?



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SUBCOMMITTEE: Customer Processes Subcommittee

CATEGORY: Dispute Resolution Process – Suppliers and LDCs

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SUBCOMMITTEE: Customer Processes Subcommittee

CATEGORY: Billing and Payment Processing - Dual Billing

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2. What is the date of this response?
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## **RETAIL GAS QUADRANT**

### **GAS PRACTICES INVENTORY TASK FORCE**

#### **Survey**

**March 27, 2003**

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SUBCOMMITTEE: Customer Processes Subcommittee

CATEGORY: Billing and Payment Processing – Utility Consolidated Billing

1. What entity do you represent?
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SUBCOMMITTEE: Customer Processes Subcommittee

CATEGORY: Billing and Payment Processing – Supplier Consolidated Billing

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SUBCOMMITTEE: Supplier / Utility Interface

CATEGORY: Creditworthiness

1. What entity do you represent?
2. What is the date of this response?
3. What jurisdiction are these responses for?
4. How often is the Delivery Service Suppliers' creditworthiness reviewed?
5. What are the creditworthiness determinants?
6. How do you calculate the security requirement?
7. What types of security instruments are allowed?
8. When may the Local Distribution Company call on the security?



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SUBCOMMITTEE: Technical Electronic Implementation Subcommittee

CATEGORY: Customer Information

1. What entity do you represent?
2. What is the date of this response?
3. What jurisdiction are these responses for?
4. What type of historical customer information is available to the Delivery Service Provider?
5. How is the customers' credit information shared with the Delivery Service Provider?
6. How quickly must the Local Distribution Company respond to the Delivery Service Provider's request?
7. How is the customers' meter read data (consumption) shared with the Delivery Service Provider?
8. What are the Delivery Service Provider's limits on the use of the customer information?
9. What are the rules governing the use of customer mailing lists?



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SUBCOMMITTEE: Customer Processes Subcommittee

CATEGORY: Uniform Utility Billing and Collection Services and Charges

Please note that for the purposes of answering these questions “Delivery Service Providers” are understood to be the marketers serving Georgia retail customers.

1. What entity do you represent? *Atlanta Gas Light Company (AGLC)*
2. What is the date of this response? *4/11/03*
3. What jurisdiction are these responses for? *AGLC’s certificated service territory within the State of Georgia.*
4. What information must be provided on the Local Distribution Company’s invoice to the Delivery Service Provider? *There are no specific requirements specified by the Georgia Public Service Commission, however, AGLC’s invoices to Georgia marketers include 40+ line items and supporting detail to appropriately identify all the applicable charges.*
5. What are the invoice payment terms? *Payment is due from marketers 10 days from the date the invoice is rendered (posted to AGLC’s electronic bulletin board).*
6. How are billing questions and disputes managed between the Local Distribution Company and the Delivery Service Provider? *AGLC has a Marketer Services department where marketers may call their representative(s) with questions or to resolve billing disputes. Occasionally, billing disputes may be escalated to a higher*



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level within AGLC before they are resolved. Please see the answer to “Dispute Resolution Process” on Page 5 for the process followed in the very rare instance that a billing dispute is not resolved between AGLC and the marketer.

7. How are overpayments managed between the Local Distribution Company and the Delivery Service Provider? Any over-payments or credits are automatically carried forward on the marketer’s account to be applied to future charges. AGLC will issue a check or wire payment for the credit balance if requested by the marketer.



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SUBCOMMITTEE: Customer Processes Subcommittee

CATEGORY: Billing Agency Arrangements

1. What entity do you represent?
2. What is the date of this response?
3. What jurisdiction are these responses for?
4. What are the Delivery Service Provider's obligations as the customers' billing agent?
5. What are the Local Distribution Company's obligations in administering the billing agency arrangement?
6. What are the provisions for the use of a "lock box" payment mechanism?
7. What are the provisions for terminating the billing agency arrangement?



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SUBCOMMITTEE: Customer Processes Subcommittee

CATEGORY: Dispute Resolution Process – Suppliers and LDCs

Please note that for the purposes of answering these questions “Delivery Service Providers” are understood to be the marketers serving Georgia retail customers.

1. What entity do you represent? *Atlanta gas Light Company (AGLC)*
2. What is the date of this response? *4/11/03*
3. What jurisdiction are these responses for? *AGLC’s certificated service territory within the State of Georgia.*
4. What is the initial notification process for a dispute between a Delivery Service Provider and a Local Distribution Company? *Section 3.22.3 of AGLC’s Terms of Service states a marketer must notify AGLC of a disputed charge within 60 days of receiving their invoice. The marketer must still pay the disputed amount but AGLC is required to post a surety bond in that amount guaranteeing repayment to the marketer after resolution of the dispute by agreement, determination of the appropriate regulatory agency, or by judgement of the courts.*
5. What is the hierarchy of payments between the Local Distribution Company and the Delivery Service Provider? *AGLC does not bill end-use customers directly. Instead, AGLC bills the marketers for all delivery charges, commodity costs for balancing services, ancillary services, etc. incurred by the marketers in order to provide retail*



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sales to their customers on AGLC's system. The marketers then bill these costs to their retail customers along with their other gas commodity costs, pipeline charges, marketer service fees, etc.

6. What is their requirement to meet to resolve a dispute? **There are no specific requirements defining how AGLC and the marketers must work together to resolve a dispute.**
7. When does the Public Service Commission become involved during dispute resolution? **Normally, the PSC would not become involved in a dispute resolution unless the marketer has formally disputed a specific billing line item as described above, or submits some other formal petition to the PSC.**
8. What alternate methods are available to resolve disputes? **As previously discussed, billing disputes are usually resolved by the Marketer Services department.**



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SUBCOMMITTEE: Customer Processes Subcommittee

CATEGORY: Dispute Resolution Process – Suppliers and Customers

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2. What is the date of this response?
3. What jurisdiction are these responses for?
4. What is the process for resolving a dispute between a Delivery Service Provider and a customer?
5. What is the hierarchy of payments between the Local Distribution Company and the Delivery Service Provider?
6. What is the requirement for a Delivery Service Provider to resolve a dispute?
7. What is the requirement for a Delivery Service Provider and a Local Distribution Company to work together to resolve a dispute between a Delivery Service Provider and a customer?



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