

**VIRGINIA ELECTRIC AND POWER COMPANY  
DISPUTE RESOLUTION PROCEDURE  
BETWEEN THE COMPANY AND COMPETITIVE SERVICE PROVIDERS  
FOR RETAIL ACCESS TO ELECTRIC SUPPLY SERVICES**

Title 20, Agency 5, Chapter 312, Section 110, Subsection G of the Rules Governing Retail Access to Competitive Energy Services, 20 VAC 5-312-10 through -110 of the Virginia Administrative Code (“the Rules”) requires that each local distribution company establish and file with the State Corporation Commission (“Commission”) prior to implementation of full or phased-in retail access an explicit dispute resolution procedure to address complaints, disputes, or alleged violations of the provisions of the Rules that may arise between the local distribution company and a competitive service provider.

This document is Virginia Electric and Power Company’s (“Company”) Dispute Resolution Procedure for retail access. The following procedures shall apply to all disputes between a Competitive Service Provider (“CSP”) and the Company with respect to the CSP’s provision of Electricity Supply Services in the Company’s service territory. Any dispute between a CSP acting as a transmission customer and PJM acting as a transmission provider shall be handled in accordance with PJM’s Open Access Transmission Tariff approved by the Federal Energy Regulatory Commission (“FERC”). This document does not apply to disputes between the customer and the Company, or the customer and the CSP.

**Dispute Resolution Procedure:**

- 1.0 The Company and the CSP shall use good faith and reasonable efforts to informally resolve all complaints, disagreements and disputes arising from the contractual relationship between the Company and the CSP.
- 2.0 Electric Supplier Relations at (804) 819-2723 shall be the Company’s contact for all CSP questions and requests for information, including complaints, disagreements and disputes. A CSP may submit its questions and requests for information to the Company’s Electric Supplier Relations using telephone, e-mail, facsimile, letter or similar means. For the purpose of clarification, the Company may request that the CSP present its question or request in writing, including a clear statement of the action or relief requested (“Request”).
- 3.0 The Company pledges to resolve complaints, disagreements and disputes in a reasonable and timely manner through this Dispute Resolution Procedure. Normally, the Company will provide a written response, including a proposal for resolution, to a Request within 15 business days after the Company receives the Request. In the event the Company finds that it cannot adequately respond to the Request within such 15 business days, the Company will notify the CSP in writing and will provide a date by which its response may be expected.

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- 4.0 If the initial exchange of written material and any discussions do not resolve the dispute, either party may request a meeting at a mutually acceptable location to discuss the matter further. The responding party must agree to such a meeting to be held within 15 business days following the request.
- 5.0 If the Company and the CSP are unable to resolve a dispute under this Dispute Resolution Procedure, the parties may mutually agree to an alternative dispute resolution technique (such as mediation or arbitration) prior to or in lieu of petitioning the appropriate regulatory authority (the Commission or the FERC).
- 6.0 This Dispute Resolution Procedure does not preclude either party from submitting a formal dispute to the appropriate regulatory authority (the Commission or the FERC) for resolution.
- 7.0 If the Company and the CSP are unable to resolve a dispute under the Dispute Resolution Procedure within 45 business days after the receipt of the Request or other mutually agreed-upon time frame, either party may file the dispute with the appropriate regulatory authority (the Commission or the FERC) for formal resolution.
- 8.0 If a dispute involves the accuracy of invoiced charges, the Company will note the account with the disputed charge and exclude the charge from any late payment fees or further credit action. The disputed charges shall be treated as mutually agreed to or in accordance with the order of the appropriate regulatory authority (the Commission or the FERC).
- 9.0 Nothing shall limit the right of any party to file an appropriate complaint or request for relief with a regulatory authority of competent jurisdiction under relevant provisions of the Code of Virginia, the Federal Power Act, or other applicable state or federal law.