

## **12 Dispute Resolution Procedures**

Any dispute between a Transmission Customer or a Market Participant and the Transmission Provider and/or an ITC, except those expressly set out in this section, shall be resolved in accordance with the provisions of Attachment HH (Dispute Resolution Procedures) of this Tariff. Those disputes that are not subject to Attachment HH of this Tariff are, as follows:

- a.** Applications for rate changes or other changes to the Tariff or any Service Agreement or to any Market Participant Agreement entered into under this Tariff shall be presented directly to the Commission for resolution;
- b.** Billing disputes on Transmission Service brought within ninety (90) days of invoice, which are governed initially by the Transmission Service Billing Dispute Resolution Manual and then, if necessary, by Attachment HH of this Tariff;
- c.** Disputes under Module C brought within seventy (70) days of Operating Day, which are governed initially by the Business Practices Manual for Market Settlements and then, if necessary, by Attachment HH of this Tariff;

d. Disputes under Module C brought within ten (10) days of any resettlement of an Operating Day for any changes from the previous Settlement Statement. Such disputes shall be limited to incremental changes between the previous settlement statement and the resettlement statement, which are governed initially by the Business Practices Manual for Market Settlements and then, if necessary, by Attachment HH of this Tariff.

The Business Practices Manuals referenced herein are available for inspection by the Transmission Customers, regulatory authorities with jurisdiction over the Transmission Provider, ITC, Transmission Customer, and the public and are posted on the Transmission Provider website.