

**PROPOSED EXPEDITED THIRD-PARTY DISPUTE RESOLUTION
MECHANISM FOR UNRESOLVED CUSTOMER SETTLEMENT CHALLENGES**

Issues Raised at June 19th BAWG Meeting

- If all bill challenges are listed on the Billing Issues List, what notice (if any) should be provided when a Customer submits a request for expedited, third-party dispute resolution? What level of detail should any such notice contain?
- Should the NYISO use the American Arbitration Association (“AAA”) or a similar organization to provide a pool of neutrals or should the NYISO develop a pool of neutrals?
- Which is more important in terms of a neutral’s qualifications: (i) mediation/arbitration experience, (ii) utility/energy sector and settlement issues experience, or (iii) some combination of both?
- Should any milestones be established for the 60-day timeframe from Customer request to the decision by the neutral (*e.g.*, “the neutral will be selected by “x” days after the Customer requests expedited third-party dispute resolution)? Or, should the neutral have flexibility to establish the schedule?

###