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**ELECTRIC SERVICE SCHEDULE NO. 192 – Continued**

**PROVISIONS OF SERVICE (Continued)**

- (6) The Self-Direction Administrator shall file annual reports with the Commission and the Company summarizing its determinations during the year and providing an accounting of Self-Direction Credits, energy and demand savings and the expenses of the Self-Direction Administrator under this Schedule. The Self-Direction Administrator shall demonstrate program performance and cost effectiveness using Commission accepted tests on a regular basis, the first report of such demonstration being submitted no later than eighteen months after the effective date of this Schedule. Each Eligible Customer shall be required to cooperate reasonably and in good faith with the Self-Direction Administrator for purposes of evaluating program performance, performing any required functions, or preparing any required reports.
- (7) This Schedule 192 shall become effective for purposes of reflecting credits on an Eligible Customer's bill as of the Effective Date specified by the Commission. A Self-Direction Credit shall be available for an Eligible Customer in any month when a Schedule 193 DSM Cost Adjustment charge appears on the Eligible Customers' monthly bill from the Company.
- (8) An Eligible Customer may utilize any available mechanism to resolve disputes that may arise under this Schedule 192, including, but not limited to, discussions with the Company, informal mediation with the Division of Public Utilities, and formal or informal Commission procedures.