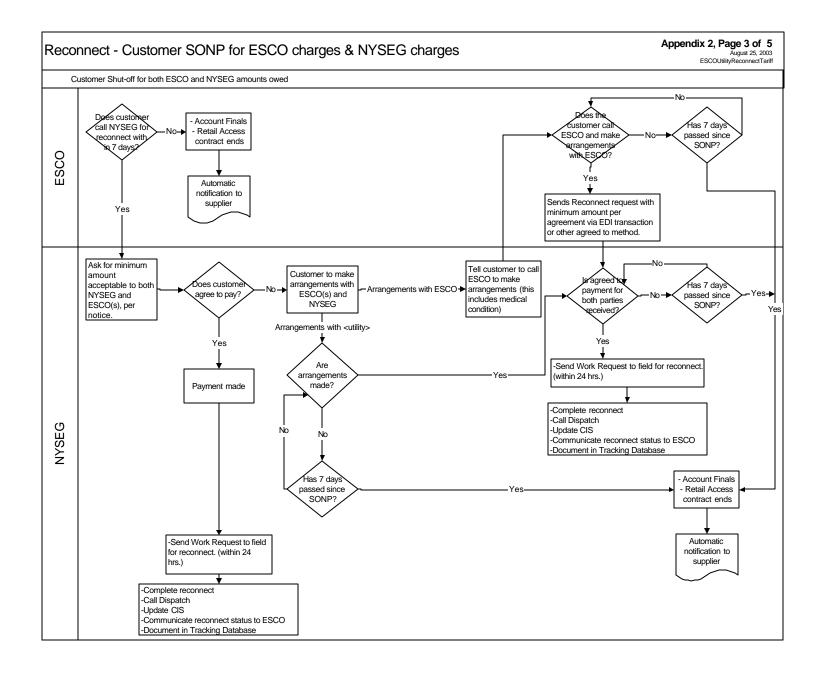
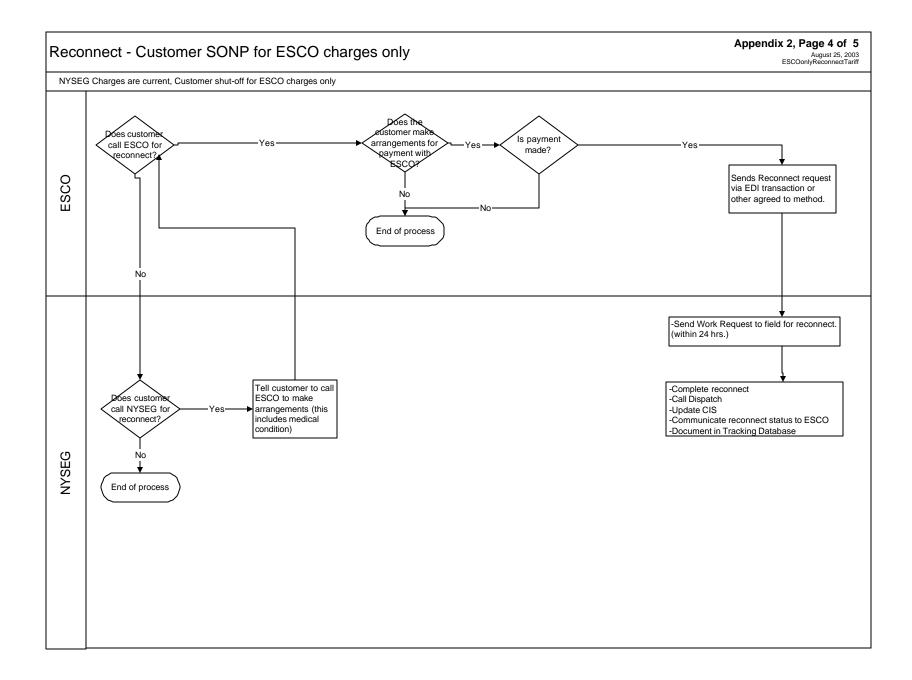


Appendix 2, Page 2 of 5 **ESCO Suspension Request Process** August 25, 2003 ESCOSuspendReqTariff.vsd **ESCO shall complete all HEFPA requirements *including DPA offers, check for medical hardship, and 72 hours notice before sending request for suspension.** Notify NYSEG to suspend via an EDI transaction, or other agreed to manner, on 8 standard PSC approved form. (See Attachment A for suggested form.) Data requirement: ESCO Name, Cust. Name, NYSEG Account #, Request date, Minimum ES. Amount to avoid Suspension, Min. Amount to resume service, Work by date, Date of Commodity Termination, and other information required by the utility or PSC. -Issue Work Order for Disconnect Verify account eligible -Enter all request Is Service -Document on for ESCO SONP: Is accoun information into already SONP account to -Check for Special eligible? tracking database by NYSEG? communicate to Conditions customer rep.'s No Yes -Enter Cancel Date and Reason into -Add ESCO collection amount to CIS for Tracking Database reconnect process Communicate to ESCO that request -Communicate to ESCO that already cannot be processed via EDI transaction, SONP, but will include amount to resume or other agreed to manner. service in reconnect process. -Go to Reconnect Process -Issue Work Order to Contact ESCO to Cut service. If Cut service. If Does ESCO ayment made commodity is electric, Is access commodity is Field rep goes to want to cut eive payme to satisfy then cut service by line gained? electric then cut NYSEG site to complete to satisfy service at pole suspension notice at pole, if it is crew. If it is gas, then SONP. suspension or curb? before Work cut service by gas crew. gas cut at curb. notice(s) Order in field? -Document on account Yes to communicate to customer reps. Ensure workforce available for Yes potential reconnect in 24 hours. -Call Dispatch -Complete Work Order to No to update CIS -Document payment amount in field disconnect at meter. Yes -Go to Reconnect Process -Process payment in CIS -Update Tracking Database -Communicate to ESCO request result. -Update Tracking Is payment made -Bill ESCO fee . Database to satisfy -Cancel work order for SONP -Communicate to ESCO ∢Yes suspension notice Update Tracking Database request request result. before Work -Update CIS -Update CIS Order worked? Communicate to ESCO request result. No -Bill ESCO fee for -Call Dispatch to update CIS SONP request Go to ESCO NOTE: Payments made via normal payment Complete Work -Update Tracking Database -Bill ESCO fee for processing will be manually monitored to ensure monthly -Communicate to ESCO Order to Cut Cut service based accounts are not disconnected in error. billing request result. service. on commodity that process -Update CIS was Cut.





DRAFT FORM Appendix 2, Page 5 of 5 ESCO Request for Residential Electric or Gas Suspension due to Non-Payment

By submitting this form, ESCO requests NYSEG to suspend service to the customers listed below. ESCO represents that the ESCO has complied with all HEFPA requirements in the termination of commodity service for each of such customers, and acknowledges that NYSEG will rely on this representation. ESCO agrees to immediately notify NYSEG of any changes that would cancel suspension request, e.g. receipt of full payment or a DPA is signed. ESCO agrees to pay all costs associated with suspension, as prescribed in NYSEG's tariff. ESCO confirms that it is able to resume service to the customer and confirms that it has not assigned its right to obtain payment of the arrears to an entity that is not a utility. ESCO agrees to indemnify NYSEG from and against any and all claims, demands, damages, costs and expenses, including reasonable attorneys fees arising out of, or related to, or in connection with the suspension of distribution service. ESCO understands that NYSEG may refuse to initiate suspension where NYSEG believes suspension is

Instructions: Fill in all requested information in the columns below. Email to: suppliers @nyseg.com DO NOT SEND REPEAT ACCOUNTS\NAMES								
				Date:				
				Contact:				
				Phone:				
Customer (Billing)			Meter #'s to	Minimum Amou			Contract	Contract
Name	Account #	Type (E/G)	be suspended	to Avoid Servic Suspension	e to Resume Service	Workable Date*	Terminated? (Y/N)	Termination Date
		 	саоронаса	Guoponoion		Duto	(1714)	
		 						

^{* (}Non Workable Days - all NYSEG holidays, Day before a holiday, Friday, or Weekend)