

PSC No: 120 - Electricity  
New York State Electric & Gas Corporation  
Initial Effective Date: December 1, 2012

Leaf No. 80  
Revision: 2  
Superseding Revision: 1

#### GENERAL INFORMATION

16. General Retail Access: (Cont'd.)

E. ESCO or DC Participation: (Cont'd.)

2. ESCO or DC Requirements: (Cont'd.)

- (b) ESCOs must provide Home Energy Fair Practices Act (HEFPA) protections to residential customers, in compliance with the Commission's Order Relating to Implementation of Chapter 686 of the Laws of 2003 and Pro-Ration of Consolidated Bills, Case Nos. 99-M-0631 and 03-M-0017, issued June 20, 2003, together with the rules and regulations implementing the same, as may be revised, modified, amended, clarified, supplemented or superseded. Further information is available at the New York Public Service Commission's website (<http://www.dps.ny.gov/hefpa.htm>).

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