

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

Leaf No. 69  
Revision: 3  
Superseding Revision: 2

#### GENERAL INFORMATION

16. Customer Advantage Program - General Retail Access: (Cont'd.)

D. Eligible Customer Participation: (Cont'd.)

6. Changes in Supplier:

(a) Voluntary Switch Back to NYSEG Service

If a Customer voluntarily chooses to switch back to NYSEG service for Electric Power Supply, such Customer must notify NYSEG at least fifteen (15) calendar days before the Customer's next scheduled meter reading date, interim estimated meter reading date or a requested Special Meter Reading date.

(b) Involuntary Switch

An involuntary switch is a process or situation where a Customer's ESCO is changed from one provider e.g., ESCO or utility, to another without the Customer's authorization. An involuntary switch that is not in accord with the "Discontinuance of Service" provisions set forth in the UBP Addendum, Section 2.F. is referred to as "slamming." Examples of involuntary switches include, but are not limited to, situations where a customer returns to NYSEG service as a result of an ESCO's failure to deliver, the ESCO going out of business, or the termination of the ESCO's participation in NYSEG's General Retail Access Program.

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