35. RETAIL ACCESS PROGRAM (Cont'd)

Q. <u>ENERGY SWITCH - ESCO REFERRAL PROGRAM</u> (Cont'd)

2. The guaranteed discount during the introductory period will be equal to seven percent (7%) of a customer's average bi-monthly energy supply costs during the prior twelve (12) months. If a customer with insufficient billing history enrolls in the Energy Switch program, the guaranteed discount during the introductory period will be determined based on average usage and pricing for similar customers during the prior twelve (12) months as determined by the Company.

The ESCOs Energy Supply Charge, to be billed during the introductory period, will be calculated by Central Hudson to be equal to the otherwise applicable tariff energy supply price, as detailed in General Information Section 29.

- 3. The introductory period will be no shorter than one billing cycle and no longer than two (2) billing cycles. The amount of the guaranteed discount a customer receives will be the same regardless of the length of the introductory period.
- 4. Customers who no longer wish to participate in the Energy Switch program, or who did not provide authorization for enrollment, may so notify Central Hudson up to three (3) business days prior to the effective start date of their pending enrollment in the Energy Switch program, as indicated in the enrollment confirmation letter provided to the customer by Central Hudson.

Customers who wish to withdraw from the Energy Switch program during the introductory period will be required to contact their ESCO. Any changes in service providers shall be made in accordance with the Commission's Uniform Business Practices.

5. Customers who elect to continue to receive their energy supply from an ESCO after the introductory period will be required to affirmatively enter into a contract with their ESCO no later than fifteen (15) days prior to the end of the introductory period. Customers who do not affirmatively enter into a contract with their ESCO will be returned to Central Hudson energy supply service.