

PSC No: 120 - Electricity  
New York State Electric & Gas Corporation  
Initial Effective Date: November 1, 2007

Leaf No. 117.15  
Revision: 3  
Superseding Revision: 1

## GENERAL INFORMATION

### **25. Supply Service Options: : (cont'd.)**

#### **I. Supply Service Options effective January 1, 2008 (cont'd.)**

##### **G. Enrollment:**

A customer's Supply Service option selection will become effective on January 1 following the Enrollment Period and will continue through the Commodity Option Period, unless the customer elects a Supply Service option change, pursuant to the rules set forth in Section 25.I.I.

##### **1. Methods for Enrollment**

During the Enrollment Period, any customer may communicate a Supply Service option selection using one of the following methods: (1) calling NYSEG's telephone Voice Response Unit (VRU), (2) accessing NYSEG's Web site, [www.nyseg.com](http://www.nyseg.com), (3) returning the enrollment form via US mail, (4) contacting NYSEG's Customer Relations Center, (5) contacting NYSEG's marketing/customer service representatives in any of NYSEG's district offices, or (6) advising the customer's ESCO that it is continuing or enrolling in Retail Access. Rate enrollment procedures for a customer currently participating in Retail Access are different from the procedures for a customer who is not participating in Retail Access.

##### **2. Customer Confirmation and Changes (before Enrollment Deadline) for the Commodity Option Period:**

After a customer's rate enrollment is processed by NYSEG, the Company will send a letter to the customer to confirm the customer's selection. If, upon receipt of this enrollment confirmation, the customer discovers an error in the enrollment, or desires to choose a different Supply Service option, that customer should contact either its ESCO (if customer is participating in Retail Access) or NYSEG to correct the error or select a different Supply Service option. After receipt of this confirmation letter, if the customer does not contact NYSEG with a correction prior to the end of the Enrollment Period, the customer will be enrolled in the Supply Service option as stated in the confirmation letter.

##### **H. Default Process at the Close of the Enrollment Period:**

##### **1. Default when no enrollment option has been selected during the Enrollment Period:**

##### **a) Retail Access Default:**

A retail access customer who is taking service under the ESCO Price Option (EPO) as of the last day of the Enrollment Period will default to EPO to be effective the following January 1.

A retail access customer who is taking service at the ESCO Option with Supply Adjustment (EOSA) as of December 31, 2007 will default to EPO beginning on January 1, 2008.

Issued in compliance with order in Case No. 07-E-0479 dated 08/29/07.

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