

PSC No: 16 - Gas  
Rochester Gas and Electric Corporation  
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## GENERAL INFORMATION

### 2. HOW TO OBTAIN SERVICE (Cont'd)

#### A. APPLICATION FOR SERVICE (Cont'd)

##### (3) Retail Access Service (Cont'd)

##### (g) Slamming of Customers

In order to prevent unauthorized switching of Customers from one Marketer to another, the Marketers will adhere to the following process.

- (i) To request a switch of service providers, Marketers must notify the Company of the switch using the process outlined in Rule 2.A.3.(e)(ii).
- (ii) Upon receipt of the switch request from a Marketer, the Company must, at least five (5) calendar days prior to the switch date, send a verification letter to the affected Customer and notify the incumbent Marketer, that is serving the Customer at that time.
- (iii) The verification letter must advise the Customer of the switch request and ask that he/she contact the Company within five (5) calendar days if the switch request information is incorrect. The general content of the letter must be filed with the Department of Public Service for review before it is used for this purpose.
- (iv) If the Customer notifies the Company that the request is not valid, the switch will not be made or will be reversed. If an unauthorized switch has been made and the service classification changed, the Company will transfer the Customer back to its prior service classification.
- (v) All unauthorized switches shall be reported by the Company to the Department of Public Service.

Marketers switching Customers without proper authorization will be fully responsible for all wrongful charges applied to the Customer's bills and for all reasonable costs incurred by the Company. Such Marketer's eligibility may also be terminated by the New York State Public Service Commission and/or a monetary penalty may be imposed. Marketers must retain for six years documentation of a Customer's authorization to switch. Such documentation must be in the form of one of the following:

- (i) Written agreements signed by the Customer; or
  - (ii) Written statements by independent third parties that witnessed or heard verbal commitments by the Customer; or
  - (iii) Tape recordings made by the Marketer of the Customer's verbal commitments; or
  - (iv) Electronic transmittals that can be shown to have originated with the Customer.
- (h) A Marketer will not participate in cramming or adding unauthorized charges to a Customer's bill.

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