

PSC No: 120 - Electricity
New York State Electric & Gas Corporation
Initial Effective Date: February 19, 2004

Leaf No. 69
Revision: 1
Superseding Revision: 0

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

(b) Involuntary Switch

A process or situation where an Eligible Customer's ESCO is changed from one provider e.g., ESCO or utility, to another without the Eligible 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 Program.

Issued in compliance with orders in Case 98-M-1343 dated 11/21/2003 and Cases 99-M-0631 and 03-M-0117 dated 12/19/2003.

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