

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

Leaf No. 32
Revision: 1
Superseding Revision: 0

GENERAL INFORMATION

12. Customer Advantage Program: (Cont'd.)

D. Enrollment for Rates Effective January 1, 2003: (Cont'd.)

2. Retail Access Choices: (Cont'd.)

In order for a customer to be eligible for NYSEG Fixed Price with Supply Credit (BRO w/RAC), NYSEG must have a valid enrollment (as specified in Section 16.D.9 of this Schedule) communicated by the customer's ESCO by September 20, 2002 or the customer must be participating in Retail Access at the beginning of the Enrollment Period (by October 1, 2002). If a customer does not have a valid enrollment by this date, the customer is eligible only for Competitive Supplier Price (ERO) during the Enrollment Period.

3. Retail Access with an Effective Date Prior to December 31, 2002:

If a customer would like to start Retail Access service prior to December 31, 2002, independent from choosing an electric rate effective January 1, 2003, the customer's ESCO must enroll the customer in accordance with NYSEG's tariff provisions for Retail Access Sign-up/Enrollment, found in this Schedule at Section 16.D.9.

4. Switch to NYSEG for Electric Power Supply:

During the Enrollment Period (October 1 through December 31, 2002) a customer that is participating in Retail Access but would like to switch to NYSEG for their Electric Power Supply may do so by first contacting its ESCO to discontinue Retail Access service. Upon NYSEG's receipt of the ESCO's notice that the customer is canceling Retail Access, NYSEG will notify the customer of such cancellation by sending the customer a letter. Upon receipt of that letter, the customer should contact NYSEG during the Enrollment Period to choose either NYSEG Fixed Price (BRO) or NYSEG Variable Price (VRO). After receipt of this letter, if the customer does not contact NYSEG with its rate choice, the customer will be placed on a rate as set forth in Section 12.E. below.

Alternatively, a customer may switch to NYSEG for its Electric Power Supply by calling NYSEG, not less than fifteen (15) calendar days prior to their next scheduled or Special Meter Reading date and must comply with all Changes in Supplier provisions in this Schedule.

5. Customer Confirmation and Changes before Enrollment Deadline, at Noon on December 31, 2002:

After a customer's electric 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 rate, that customer should contact either its ESCO (if customer is participating in Retail Access) or NYSEG to correct the error or select a different rate. Changes will be accepted until noon on December 31, 2002. After receipt of this confirmation letter, if the customer does not contact NYSEG with a correction, the customer will be enrolled in the rate as stated in the confirmation letter.

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.

ISSUED BY: James A. Lahtinen, Vice President Rates and Regulatory Economics, Binghamton, New York