

PSC No: 120 - Electricity
New York State Electric and Gas Corporation
Initial Effective Date: December 1, 2003

Leaf No. 69
Revision: 0
Superseding Revision:

GENERAL INFORMATION

16. Customer Advantage Program - General Retail Access: (Cont'd.)

D. Eligible Customer Participation: (Cont'd.)

10. Changes in Supplier: (Cont'd.)

(d) Required Notice Period

- i. The notice that the new ESCO submits to NYSEG for a switch, in accordance with the requirements set forth above in Section 16.D.10.(a)i, must be submitted at least ten (10) calendar days before the Eligible Customer's next scheduled meter reading date or a requested Special Meter Reading date.
- ii. For changes in ESCO, or a return to NYSEG service, a Special Meter Reading date may be requested pursuant to Section 16.D.11.(f) of this Program tariff.

(e) 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 ten (10) calendar days before the Eligible Customer's next scheduled meter reading date or a requested Special Meter Reading date.

(f). 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" provision set forth in this tariff 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.

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