

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

Leaf No. 65
Revision: 0
Superseding Revision:

GENERAL INFORMATION

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

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

9. Sign-up/Enrollment: (Cont'd.)

- (b) Other than DCs, Eligible Customers should choose an ESCO by directly contacting an ESCO whom the Commission has determined to be eligible and NYSEG has approved to participate in NYSEG's Program. Eligible Customers may enroll with such ESCO either by telephone or in writing, and, in either case, must provide proof of eligibility as required by such ESCO. The Eligible Customer may enroll with an ESCO by providing its NYSEG account number, meter number and the name of the customer of record who is financially responsible for the account, and such other information as NYSEG may require if NYSEG is unable to identify the Eligible Customer's account based on the information provided. After the ESCO agrees to provide Electric Power Supply to the Eligible Customer, ESCO must provide written notice to NYSEG not less than ten (10) calendar days prior to the next scheduled or Special Meter Reading date.
- (c) At the request of an Eligible Customer, NYSEG will provide such customer with a copy of NYSEG's most recent list of ESCOs.

10. Changes in Supplier:

- (a) Each switch request will be deemed a Voluntary Switch unless the ESCO and/or the Eligible Customer can provide information to establish an Involuntary Switch. Any discrepancies regarding the voluntary or involuntary nature of an individual customer's switch may be addressed by the appropriate process for disputes.
- (b) Process Required for ESCOs to Notify NYSEG of Switches:

If an Eligible Customer chooses to switch to a new ESCO, the Eligible Customer must contact the new ESCO as described in Section 16.D.9, Sign-Up/Enrollment.

- i. ESCOs shall provide to NYSEG notices of requested switches. The new ESCO shall also provide NYSEG with the name, service address, mailing address, NYSEG account number, and the meter number of the Eligible Customer to be switched. The notices to NYSEG must be submitted at least ten (10) calendar days prior to the requested switch date which will be the Eligible Customer's next scheduled or Special Meter Reading date.

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