

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

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GENERAL INFORMATION

16. General Retail Access: (Cont'd.)

E. ESCO/DC Participation: (Cont'd.)

2. ESCO or DC Requirements: (Cont'd.)

- ii. Provide Eligible Customers with a minimum of fifteen (15) calendar days notice prior to terminating any contractual relationship for Electric Power Supply; if this termination does not correspond to a scheduled meter read date, the ESCO must arrange for a special meter reading date as set forth in Section 16.D.11.(f).
 - iii. Adhere to practices sufficient to ensure a smooth transition by an Eligible Customer from one ESCO to another;
 - iv. Adhere to practices sufficient to protect Eligible Customers from an unauthorized switch of ESCO (also known as "slamming") as specified in Section 16.G of this Program tariff; and
 - v. Offer Eligible Customers, and adhere to, a process for resolving customer complaints that is both affordable and convenient for the Eligible Customer.
- (e) ESCOs must comply with reporting requirements as determined by the Commission.
 - (f) ESCOs must notify the Commission of any material change in the information submitted to the Commission for eligibility determination.
 - (g) ESCOs must adhere to the policies and procedures contained in their filed disclosure statements.
 - (h) The ESCO/DC is a qualified load serving entity as determined by the NYISO.
 - (i) ESCOs and DCs must have signed and delivered to NYSEG an Operating Agreement.
 - (j) ESCOs must have authority to act as the customer's agent and attorney-in-fact for the purpose of scheduling, balancing and settlement.

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