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35. RETAIL ACCESS PROGRAM (Cont'd)

E. CUSTOMER CHANGES SUPPLIER

- (a) If a Retail Access Program Customer chooses to change Retail Suppliers, the customer's new Retail Supplier must provide written authorization to the Company of such change at least ten (10) calendar days prior to the effective date of such change;
- (b) Upon receipt of the authorization to change suppliers, the Company will send confirmation to the customer and both Retail Suppliers. The Company will amend its records to reflect the change, and shall be authorized to treat the new Retail Supplier as the customer's Retail Supplier;
- (c) If a Retail Access Program Customer chooses to return to the Company system for electric power supply, that Customer must provide the Company, not less than ten (10) calendar days prior to the effective date of such change, a telephoned or written authorization to return. Upon receipt of such notification, the Company will send a confirmation notice to the Retail Supplier, and the customer's return to the Central Hudson system will be implemented. The customer will begin to receive service under the Company's then-current tariff and applicable Service Classification;
- (d) The effective date of the switch in suppliers will be the next scheduled meter read date or a special meter read date if requested, subject to the charge cited in Section 35.C. However, if a customer switches back to Central Hudson and the customer's meter is normally read on a bi-monthly basis the customer may elect to perform a customer meter read. The customer's meter read data must be forwarded to Central Hudson on a Company approved form. If the Company receives the customer meter read data after the meter is actually read by Central Hudson, the meter read performed by the Company will be used for billing and to effectuate the switch in suppliers;
- (e) Retail Suppliers are required to retain written authorization or taped telephone authorization from the customer for a switch of provider. Central Hudson shall retain written authorization for a change in suppliers for a period of six (6) years;

The above procedures are designed to protect the customer from "slamming": an unauthorized change in Retail Suppliers without the express consent of the customer(s);

Issued by: Arthur R. Upright, Senior Vice President, Poughkeepsie, New York