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COMPANY: CENTRAL HUDSON GAS & ELECTRIC CORPORATION REVISION: 0
INITIAL EFFECTIVE DATE: 06/01/02 SUPERSEDING REVISION:
STAMPS:
RECEIVED: 04/22/02 STATUS: Effective EFFECTIVE: 06/01/02

35. RETAIL ACCESS PROGRAM (Cont'd)

I. RETAIL SUPPLIER REQUIREMENTS (Cont'd)

(b) (Cont'd)

- (I) Provide prospective customers with a copy of their disclosure statement prior to the customer making a commitment to the Retail Supplier;
- (ii) Provide customers with a minimum of fifteen (15) business days notice prior to terminating the contractual relationship for electric power supply;
- (iii) Adhere to practices sufficient to ensure a smooth transition, by a customer, from one supplier to another;
- (iv) Adhere to practices sufficient to protect customers from an unauthorized switch of supplier (also known as "slamming");
- (v) Offer customers, and adhere to, a process for resolving customer complaints that is both affordable and convenient for the customer.