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COMPANY: CENTRAL HUDSON GAS & ELECTRIC CORPORATION REVISION: 2
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35. RETAIL ACCESS PROGRAM (Cont'd)

I. RETAIL SUPPLIER REQUIREMENTS (Cont'd)

(b) (Cont'd)

- (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.
- (c) Retail Suppliers must comply with reporting requirements as determined by the Commission, from time to time.
- (d) Retail Suppliers must notify the Commission and the Company of any material change in the information submitted to the Commission for eligibility determination.
- (e) Retail Suppliers must adhere to the policies and procedures contained in their filed disclosure statement.
- (f) Retail Suppliers must have signed and delivered a Supplier Operating Agreement with the Company.
- (g) Retail Suppliers must have authority to act as the customer's agent and attorney-in-fact for the purpose of scheduling, balancing and settlement. Retail Suppliers are required to maintain written or taped authorization.
- (h) Any costs or fees incurred by the customer or the Company as a result of an unauthorized switch from one Retail Supplier to another will be charged to the Retail Supplier initiating the unauthorized switch.
- (i) Retail Suppliers must plan to meet the full electric power requirements of the customer. In the event there is a material change or an anticipated substantial increase in the electric power supply requirement of a customer or customers, Retail Suppliers will notify the Company of such change prior to such change or increase and will cooperate with the Company, as reasonably required by the Company, to accommodate such change or increase.

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