

..DID: 10857
..TXT: PSC NO: 15 ELECTRICITY LEAF: 133
COMPANY: CENTRAL HUDSON GAS & ELECTRIC CORPORATION REVISION: 0
INITIAL EFFECTIVE DATE: 02/01/00 SUPERSEDING REVISION:
STAMPS:
RECEIVED: 12/01/99 STATUS: Effective EFFECTIVE: 02/01/00

35. RETAIL ACCESS PROGRAM (Cont'd)

G. PREVENTION OF UNAUTHORIZED SWITCHES (Cont'd)

a. (Cont'd)

3. The confirmation of a switch request will ask each recipient to contact Central Hudson within five (5) calendar days if they do not concur with the switch;
4. If the customer notifies Central Hudson within five (5) calendar days that they disapprove the switch, Central Hudson will not execute the switch but will promptly identify the requesting Retail Supplier, with particulars, to the New York State Department of Public Service;
5. If either Retail Supplier notifies Central Hudson within five (5) calendar days that they disapprove the switch, Central Hudson will contact the customer for verification; then, follow the procedure noted herein for notices that come directly from customers. Central Hudson will report all unauthorized switches to the New York State Department of Public Service;
6. If neither the customer nor either Retail Supplier contacts Central Hudson before the effective date, the switch will be made.

b. Retail Suppliers that switch customers without the customers' consent will be fully responsible for all wrongful charges applied to the customers' bills and for all reasonable costs incurred by Central Hudson. Such Retail Suppliers' eligibility to serve retail customers in New York State may also be terminated by the New York State Public Service Commission and/or a monetary penalty may be imposed.

c. Retail Suppliers must retain customers' authorizations to switch for six years. Such documentation must be in the form of one of the following:

1. written agreements signed by the customers;
2. written statements by independent third parties that witnessed or heard verbal commitments by the customers;
3. tape recordings made by Retail Suppliers of the customers' verbal commitments;
4. electronic transmittals that can be shown to have originated with the customers.

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