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COMPANY: CENTRAL HUDSON GAS & ELECTRIC CORPORATION REVISION: 0  
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**35. RETAIL ACCESS PROGRAM** (Cont'd)

**E. CUSTOMER CHANGES SUPPLIER** (Cont'd)

- (f) Central Hudson will be the provider of last resort (POLR) for those customers for whom competition is not a viable option and for those customers who terminate their agreements with a Retail Supplier and fail to designate a substitute Retail Supplier;
- (g) As a POLR, Central Hudson will:
  - (i) Accept customers, subject to Commission consumer protection rules;
  - (ii) Obtain and provide electric power supply for such customers, consistent with the then-current Central Hudson electric tariffs;
  - (iii) Be responsible for any programs to assist low-income customers as approved by the Commission.

**F. NEW DELIVERY CUSTOMER REQUIREMENTS**

New customers needing an initial hook-up to obtain Central Hudson's delivery service may contact Central Hudson and/or a Retail Supplier. Retail Suppliers must inform Central Hudson of new delivery customers by providing the customer's written authorization. Central Hudson will acknowledge receipt within five (5) calendar days.

Requests for new residential delivery service (that does not require construction, on behalf of customers who promptly paid previous utility bills, or participate in a deferred payment plan) must be submitted at least five (5) business days before the desired start date; Otherwise, requests must be submitted at least ten (10) calendar days prior to the desired start date.

- a. Information required by Central Hudson regarding New Delivery Customer(s):
  - 1. Retail Supplier must provide the name, service address, mailing address, and telephone number of each new customer needing delivery service;

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