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

P. **TERMINATION OF SERVICE** (Cont'd)

- (f) where the New York State Public Service Commission has determined that the Retail Supplier is not eligible to sell natural gas to retail customers in the state, for reasons including:
- (1) a Retail Supplier's failure to adhere to the policies and procedures described in its disclosure to customers;
 - (2) failure to comply with prescribed consumer protections;
 - (3) an unacceptably high volume of customer complaints;
 - (4) failure to comply with prescribed reporting requirements;
 - (5) failure to comply with oversight requirements;
 - (6) failure to apprise the New York State Public Service Commission of all material changes in the information in the applicant's initial filing;
 - (7) failure to comply with the voluntary termination requirements set forth above; or,
 - (8) failure to comply with other applicable requirements of the New York State Public Service Commission, including those in Opinion No. 97-5; Opinion and Order Establishing Regulatory Policies for the Provision of Retail Energy Services, issued May 19, 1997, in Case 94-E-0952; and, in the Order Clarifying Consumer Protections, issued October 25, 1996, in Cases 93-G-0932, et. al.
- (g) where the Retail Supplier/Direct Customer fails to pay a bill or an imbalance charge when due, does not pay the bill within ten (10) calendar days after being notified of the non-receipt of payment, and the available security is or will be insufficient to cover the amount of default.

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