

..DID: 9036  
..TXT: PSC NO: 12 GAS LEAF: 119  
COMPANY: CENTRAL HUDSON GAS & ELECTRIC CORPORATION REVISION: 0  
INITIAL EFFECTIVE DATE: 08/02/99 SUPERSEDING REVISION:  
STAMPS:  
RECEIVED: 06/23/99 STATUS: Effective EFFECTIVE: 08/02/99

41. RETAIL ACCESS PROGRAM (Cont'd)

F. NEW DELIVERY CUSTOMER REQUIREMENTS (Cont'd)

(b) Commencement of Service (Cont'd)

Services will commence after all connections are complete in accordance with provisions of the appropriate General Information Section of the tariff;

The meter reading at the time of the initial hook-up will be used to establish the commencement date/time.

G. PREVENTION of UNAUTHORIZED SWITCHES

(a) Slamming, defined as the switch of a retail customer from one Retail Supplier to another without the customer's authorization, is not permitted (except as allowed under "Termination of Service"). To discourage slamming, the New York State Department of Public Service requires the following process:

1. To request a switch, Retail Suppliers must notify Central Hudson via the process outlined under "Switching Requirements";
2. Central Hudson will send confirmation of each switch request to the customer and both Retail Suppliers within five (5) calendar days;
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;

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