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COMPANY: THE BROOKLYN UNION GAS COMPANY REVISION: 0
INITIAL EFFECTIVE DATE: 06/01/99 SUPERSEDING REVISION:
STAMPS:
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GENERAL INFORMATION (Cont.)

2. To enable the parties to verify accounts, the Company upon the request of an ESCO/Marketer shall provide, by the 5th calendar day of each calendar quarter, a listing of the ESCO's/Marketer's customers that were receiving its retail access services as of the 1st calendar day of the quarter.

H. Budget Billing Adjustments

The Company's budget billing shall be adjusted at the switch dates as required to reflect changes in the Company's service and shall be reflected in the customers' next bills.

VII. SLAMMING PREVENTION PROCESS

- A. Slamming, defined as a switch of a retail customer from one provider to another without the customer's authorization (except as may be allowed under the "Discontinuance of Service" provisions discussed later), is not permitted. To minimize the chance of slamming, the following process must be used:
 1. To request a switch, ESCOs/Marketers must notify the Company of the switch using the process outlined under "Switching Requirements".
 2. Upon receipt of the switch request from an ESCO/Marketer, the Company must, at least 5 calendar days prior to the switch date, send a verification letter to the affected customer and notify the incumbent ESCO/Marketer, if any, that is serving the customer at that time. After EDI becomes available, the Company will notify incumbent ESCO/Marketer about customer enrollment information electronically.

Issued by Steven L. Zelkowitz, Sr. Vice President and General Counsel, Brooklyn, NY