

PSC No: 120 - Electricity  
New York State Electric & Gas Corporation  
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#### GENERAL INFORMATION

16. Customer Advantage Program - General Retail Access: (Cont'd.)

D. Eligible Customer Participation: (Cont'd.)

6. Changes in Supplier:

(a) Voluntary Switch Back to the Company Service

If a Customer voluntarily chooses to switch back to the Company service for Electric Power Supply, such Customer must notify the Company at least five business days before the Customer's next scheduled meter reading date, interim estimated meter reading date or a requested Special Meter Reading date.

(b) Involuntary Switch

An involuntary switch is a process or situation where a Customer's ESCO is changed from one provider e.g., ESCO or utility, to another without the Customer's authorization. An involuntary switch that is not in accord with the "Discontinuance of Service" provisions set forth in the UBP Addendum, Section 2.F. is referred to as "slamming." Examples of involuntary switches include, but are not limited to, situations where a customer returns to the Company service as a result of an ESCO's failure to deliver, the ESCO going out of business, or the termination of the ESCO's participation in the Company's General Retail Access Program.

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