

PSC NO. 3 GAS
St. Lawrence Gas Company, Inc.
Initial Effective Date: 06/04/2004

Leaf: 157
Revision: 0
Superseding Revision:

GENERAL INFORMATION

2. General Rules, Regulations, Terms and Conditions: (Cont'd)

XI. Additional Terms and Conditions Applicable to Transportation Service (Cont'd)

O. Business Rules Generic To Aggregation And Large Volume Transportation Customers: (Cont'd)

6. 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:
 - i. To request a switch, Marketers must notify the company of the switch using the process outlined under the "Switching Requirements" section.
 - ii. Upon receipt of the switch request from a Marketer, the company will send a verification letter, at least five (5) calendar days prior to the switch date, to the affected customer and notify the incumbent Marketer, if any, that is serving the customer at that time. After EDI becomes available, the company will notify incumbent Marketers about customer enrollment information electronically.
 - iii. The verification letter must advise the customer of the switch request and ask that he/she contact the company within five (5) calendar days if the switch request information is incorrect. The general content of the letter must be filed with the New York State Department of Public Service for review before it is used for this purpose.
 - iv. If the customer notifies the company that the request is not valid, the switch will not be made or will be reversed.
 - v. The company must report all unauthorized switches to the New York State Department of Public Service.