

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

Leaf: 158
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 (Cont'd)

- b. Marketers that switch customers without the customers' authorizations will be fully responsible for all wrongful charges applied to the customers' bills and for all reasonable costs incurred by the company. Such Marketers' eligibility to serve retail customers in New York State may also be terminated by the New York State Public Service Commission and/or a monetary penalty may be imposed.
- c. Marketers must retain for six (6) years documentation of a customer's authorizations to switch. Such documentation must be in the form of one of the following:
 - i. written agreements signed by the customers;
 - ii. written statements by independent third parties that witnessed or heard verbal commitments by the customers;
 - iii. tape recordings made by Marketers of the customers' verbal commitments; and
 - iv. electronic transmittals that can be shown to have originated with the customers.