

PSC No: 120 - Electricity
New York State Electric and Gas Corporation
Initial Effective Date: December 1, 2003

Leaf No. 64
Revision: 0
Superseding Revision:

GENERAL INFORMATION

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

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

7. Sending Customer Information:

Usage and billing information will be sent to the requestor. ESCOs will be required to obtain and retain proper customer authorization for such information. Credit information will be mailed to the Eligible Customer's address unless NYSEG receives the proper written customer authorization from the ESCO.

8. Confidentiality:

The ESCO must keep confidential any customer information (usage and billing and credit information) obtained from NYSEG. This information shall not be disclosed to any party, unless otherwise authorized by the Eligible Customer in writing. All other customer information, such as account numbers (and any passwords used, if applicable), telephone numbers and service addresses, shall also be kept confidential and not disclosed to others, unless otherwise authorized in writing by the Eligible Customer.

NYSEG will not disclose a customer's usage and billing and credit information to an ESCO if that Eligible Customer has notified NYSEG, in writing, that such information should not be disclosed. The information may thereafter be disclosed to an ESCO only with the Eligible Customer's written authorization.

9. Sign-up/Enrollment:

- (a) The ESCO shall provide the Eligible Customer a statement of the ESCO's terms and conditions that detail the Eligible Customer's rights, responsibilities, and expected costs ("Disclosure Statement"). An Eligible Customer's sign-up with the ESCO shall not be effective until three (3) calendar days after the Eligible Customer's receipt of the Disclosure Statement. The provisions of this paragraph (a) do not apply to the DC.

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