

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

Leaf No. 80
Revision: 0
Superseding Revision:

GENERAL INFORMATION

16. General Retail Access: (Cont'd.)

E. ESCO or DC Participation: (Cont'd.)

2. ESCO or DC Requirements: (Cont'd.)

- (l) At NYSEG's request, the ESCO shall provide NYSEG with proof of customer eligibility. Obtaining and retaining reasonable proof of customer eligibility shall be the responsibility of the ESCO.
- (m) ESCOs must provide Home Energy Fair Practices Act (HEFPA) protections to residential customers, in compliance with the Commission's Order Relating to Implementation of Chapter 686 of the Laws of 2003 and Pro-Ration of Consolidated Bills, Case Nos. 99-M-0631 and 03-M-0017, issued June 20, 2003, together with the rules and regulations implementing the same, as may be revised, modified, amended, clarified, supplemented or superseded. Further information is available at the New York Public Service Commission's website (<http://www.dps.state.ny.us/hefpa.htm>).

3. Sign-up/Enrollment:

With a minimum notification time of ten (10) calendar days prior to the scheduled meter reading date, the ESCO must provide NYSEG with a written notice stating that the ESCO will provide the Eligible Customer with Electric Power Supply beginning on a certain date. The ESCO shall provide to NYSEG the name of the customer who is financially responsible for the account, service address, mailing address, account number, and meter number of the Eligible Customer to be enrolled. DCs must notify NYSEG the date upon which they will begin providing their own Electric Power Supply. NYSEG will accept the above-specified information by fax at a number provided in the Supplier Manual with a hard copy sent by U.S. mail to the following address: New York State Electric & Gas Corporation, Attn.: Customer Advantage Supplier Services, Corporate Dr., Kirkwood Industrial Park, P.O. Box 5224, Binghamton, NY 13902-5224, or E-mail using the software products specified in the Supplier Manual.

4. Changes in Supplier

When an ESCO determines that it will no longer serve an Eligible Customer, or to initiate or cancel service from an ESCO or a DC participating in this Program, NYSEG will require fifteen (15) calendar days' notification and confirmation as provided in this Program tariff. NYSEG shall not be obligated to initiate or cancel service from an ESCO to an Eligible Customer until it has received written notice from the ESCO identifying the name, service address, NYSEG account number, and the meter number of the Eligible Customer to be switched, and such other information as NYSEG may require if NYSEG is unable to identify the Eligible Customer's account based on the information provided. This information may be provided in the same manner as set forth immediately above, in paragraph 16.E.3, Sign-up/Enrollment.

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