

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

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

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

10. Discontinuance of Service (Cont'd.)

(e) NYSEG Contacts for Discontinuance of Service information:

An ESCO's or DC's Discontinuance of Service information shall be sent to the following address, either by fax at a number provided by the Corporation (see Supplier Manual), or by hard copy sent by U.S. mail to: New York State Electric & Gas Corporation, Attn.: Customer Advantage Supplier Services, Corporate Dr., Kirkwood Industrial Park, P.O. Box 5224, Binghamton, NY 13902-5224. Alternatively, NYSEG will accept this information via E-mail using the software products specified in the Supplier Manual.

F. Eligible Customer Service Protection:

Only NYSEG is permitted to disconnect an Eligible Customer's service. An ESCO can only discontinue the provision of Electric Power Supply to a customer in accordance with this tariff.

G. Slamming Prevention:

Slamming, defined as a switch or an attempted switch of an Eligible Customer from one provider to another without the Eligible Customer's authorization, is not permitted. To minimize the chance of slamming, the following process must be used:

1. To request a switch, the new ESCO must notify NYSEG of the switch using the process outlined under Changes in Supplier, Section 16.D.10. of this Program tariff.
2. If the Eligible Customer notifies NYSEG that the request is not valid, the switch will not be made or will be reversed.
3. All unauthorized switches or attempts to slam an Eligible Customer will be reported by NYSEG to the Commission.
4. Violation of the requirements of this Section 16.G. will give NYSEG the right to initiate a process to discontinue an ESCO's participation in NYSEG's Program.

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