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COMPANY: NIAGARA MOHAWK POWER CORPORATION REVISION: 0
INITIAL EFFECTIVE DATE: 06/01/99 SUPERSEDING REVISION:
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SERVICE CLASSIFICATION NO. 11
LOAD AGGREGATION (continued)

Slamming, Cramming, and Other Similar Practices

1. A Marketer shall not engage in Slamming, Cramming, or other similar activities.
2. The Company will notify the DPS of any Slamming, Cramming, or other similar activities.
3. Any Marketer, who engages in Slamming, Cramming, or other similar activities, will be fully responsible for all wrongful charges applied to the customer*s bill (s) and for all reasonable costs incurred by the Company, including but not limited to, Company costs associated with reporting the Marketer*s conduct to the PSC. Such Marketer*s eligibility to serve retail customers in the State of New York may also be terminated by the PSC and/or a monetary penalty may be imposed.
4. Marketers shall retain and maintain 6 years documentation of customer authorizations to take Delivery Service from them. Such documentation shall be in the form of one of the following:
 - a. written agreements signed by customers;
 - b. written statements by independent third parties that witnessed or heard verbal commitments by the customers;
 - c. tape recordings made by Marketers of the customer*s verbal commitments;
or
 - d. electronic transmittals that can be shown to have originated with the customers.

Issued By: Darlene D. Kerr, Executive Vice President, Syracuse, New York