

..DID: 18776  
..TXT: PSC NO: 15 ELECTRICITY LEAF: 135.1  
COMPANY: CENTRAL HUDSON GAS & ELECTRIC CORPORATION REVISION: 0  
INITIAL EFFECTIVE DATE: 06/01/02 SUPERSEDING REVISION:  
STAMPS:  
RECEIVED: 04/22/02 STATUS: Effective EFFECTIVE: 06/01/02

**35. RETAIL ACCESS PROGRAM** (Cont'd)

**I. RETAIL SUPPLIER REQUIREMENTS** (Cont'd)

(b) (Cont'd)

- (I) Provide prospective customers with a copy of their disclosure statement prior to the customer making a commitment to the Retail Supplier;
- (ii) Provide customers with a minimum of fifteen (15) business days notice prior to terminating the contractual relationship for electric power supply;
- (iii) Adhere to practices sufficient to ensure a smooth transition, by a customer, from one supplier to another;
- (iv) Adhere to practices sufficient to protect customers from an unauthorized switch of supplier (also known as "slamming");
- (v) Offer customers, and adhere to, a process for resolving customer complaints that is both affordable and convenient for the customer.

Issued by: Arthur R. Upright, Senior Vice President, Poughkeepsie, New York