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COMPANY: CENTRAL HUDSON GAS & ELECTRIC CORPORATION REVISION: 0
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2. DEFINITIONS (Cont'd)

"Involuntary Switch" is a process or situation where someone changes a customer's energy supply from one supplier (Marketer or Central Hudson) to another without the customer's direct authorization, including a customer's return to Central Hudson full service because of a supplier's failure to deliver. (See "Slamming" and the section entitled "Termination of Service.")

"Lockbox" is a collection mechanism agreed upon by Central Hudson and a Marketer/Direct Customer which employs a third party institution to receive and disburse customer payments.

"Marketer" is any non-utility entity that is determined eligible by the New York State Department of Public Service to provide or arrange to provide gas supply and other services on behalf of end use customers in New York State using the local utility's distribution system. (See "ESCO")

"New Delivery Customer" is a customer initiating delivery service.

"Slamming" is an Involuntary Switch that is not in accord with the "Discontinuance of Service" provisions set forth in the Uniform Retail Access Business Practices.

"Special Meter Read" is a service provided to obtain an actual meter reading on a date that is different than the regularly scheduled meter read date.

"Special Needs" - as defined by the Home Energy Fair Practices Act (HEFPA) and included in 16 New York Code of Rules and Regulations ("NYCRR") Section 11.5, those conditions of a customer who requires electrically-operated life-sustaining equipment, has a medical emergency, or is elderly, blind or disabled.

"Voluntary Switch" is a process or situation where a customer's energy supplier is changed from one provider, e.g., Marketer or Central Hudson, to another provider with the customer's direct authorization.

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