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

B. CUSTOMER ENROLLMENT (Cont'd)

- (e) The customer may contract with the Retail Supplier by telephone or in writing, by providing the Supplier with the customer's Central Hudson account number(s) and other information required by the Retail Supplier;
- (f) Customers may be served by only one Retail Supplier per meter subject to the provisions cited in Section 35.A(c). See Section 35.C(d) for applicable switching fees.

C. SWITCHING REQUIREMENTS

- (a) Central Hudson requires the following of Retail Suppliers or Customers who wish to initiate Retail Access Service:
  - 1. Retail Suppliers/Customers must notify Central Hudson at least ten (10) calendar days prior to the desired switch date;
  - 2. Retail Suppliers/Customers should provide the name, service address, mailing address, and account number (and meter number(s) if more than one meter associated with an account number);
  - 3. Retail Suppliers/Customers should also provide information about the customers' special needs if any;
  - 4. Retail Suppliers/Customers should submit switching requests and pertinent information to Central Hudson's Director of Customer Choice Programs (identified in the Operating Agreement);
  - 5. Customers may be served by only one Retail Supplier per meter (subject to the provisions cited in Section 35.A.);
  - 6. Central Hudson will send confirmation of each switch request to the customer and the Retail Supplier within five (5) calendar days. Requests to switch to Retail Access will be retained for six (6) years.

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