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COMPANY: CENTRAL HUDSON GAS & ELECTRIC CORPORATION REVISION: 0
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STAMPS:
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35. RETAIL ACCESS PROGRAM (Cont'd)

F. NEW DELIVERY CUSTOMER REQUIREMENTS (Cont'd)

a. (Cont'd)

2. Retail Suppliers acting as the customer's agent to establish delivery service must provide information about the customer that the utility needs to establish service, as specified in General Information Section 3;
3. Retail Suppliers/Direct Customers should also provide information about the customer's special needs, such as dependency on electricity for life support equipment.

b. Commencement of Service

New delivery customers must be accepted by the company before service may commence; any conditions set forth in the appropriate General Information Section of the tariff for the initiation of service must be met;

Any fees, deposit requirements, or other charges identified in the appropriate General Information Section of the tariff will apply before initiation of service to new delivery customers;

Services will commence after all connections are complete in accordance with provisions of the appropriate General Information Section of the tariff;

The meter reading at the time of the initial hook-up will be used to establish the commencement date/time.

G. PREVENTION OF UNAUTHORIZED SWITCHES

- a. Slamming, defined as the switch of a retail customer from one Retail Supplier to another without the customer's authorization, is not permitted (except as allowed under "Termination of Service"). To discourage slamming, the New York State Department of Public Service requires the following process:
 1. To request a switch, Retail Suppliers must notify Central Hudson via the process outlined under "Switching Requirements";
 2. Central Hudson will send confirmation of each switch request to the customer and both Retail Suppliers within five (5) calendar days.

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