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

## P. TERMINATION OF SERVICE

(a) If a Retail Supplier Terminates Operations in Central Hudson's Service Area

- 1. A Retail Supplier may terminate operations (in whole or significant part) in the Company's service territory at will (subject to any penalties or sanctions that may arise due to contractual obligations), upon submission of a written notice to Central Hudson and to the Retail Supplier's customers at least fifteen (15) calendar days prior to the termination date. The notice to retail customers will inform them:
  - (a) that the termination will occur at the first meter reading date or the first of the month after the notice period expires (if timely), or Central Hudson may estimate the readings at the termination date or provide for a special meter reading (billed to the Retail Supplier);
  - (b) of the customer's option either to select another Retail Supplier for energy service or to return to Central Hudson for full service;
  - (c) that if they do select other Retail Suppliers, those entities will file switch requests with Central Hudson on their behalf, and there will be no fee charged by Central Hudson for the switches;
  - (d) that after the termination and unless/until new Retail Suppliers are selected and the switches are completed, service will be provided by Central Hudson under its applicable tariff rate, unless the Company has notified the customer that delivery services will be terminated on or before the termination date;
  - (e) that there will be no switching fee charged by Central Hudson to the customer for a switch back to Central Hudson, whether as an interim measure until a new Retail Supplier is selected or as a permanent action.
- 2. Central Hudson will, within five (5) calendar days of the notice from the Retail Supplier, also send a notice to the Retail Supplier's customers containing the same information as required above, but also providing a list with names and telephone numbers of eligible Retail Suppliers who have indicated a willingness to serve retail customers in Central Hudson's service area.

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