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COMPANY: NEW YORK STATE ELECTRIC & GAS CORPORATION REVISION: 1
INITIAL EFFECTIVE DATE: 01/01/00 SUPERSEDING REVISION: 0
STAMPS:
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GENERAL INFORMATION

29. SLAMMING PREVENTION - DAILY METERED CUSTOMERS: (CONT'D)

B. Charges for Slamming

- (1) The Company will charge Marketers for all wrongful charges applied to Customers' bills and for all reasonable costs incurred by the Company.
- (2) A Marketer involved in Slamming may have their eligibility in New York State terminated by the PSC and/or be subject to monetary penalty.

C. Maintenance of Records

- (1) A Marketer must retain documentation of a Customer's authorization to switch for a minimum of six (6) years. Such documentation must be in the form of one (1) of the following:
 - (a) written agreements signed by the Customer;
 - (b) written statements by independent third parties that witnessed or heard verbal commitments by the Customer;
 - (c) tape recordings made by Marketers of the Customer's verbal commitments;
 - (d) electronic transmittals that can be shown to have originated with the Customer.

30. DISCONTINUANCE OF SERVICE:

A. Voluntary Discontinuance of Marketer Operations - Non-Daily Metered Customers

- (1) A Marketer may discontinue 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 the Company and the Marketer's customers at least fifteen (15) calendar days prior to the discontinuance date. The discontinuance date shall be the applicable switch date as set forth in Section 26 of this Schedule. The form and content to be provided in the written notice is fully set forth in the Gas Transportation Operating Procedures Manual.

Issued By: George E. Bonner, Vice President - Gas Operations & Marketing, Binghamton, NY
(Name of Officer, Title, Address)