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

I. **RETAIL SUPPLIER REQUIREMENTS** (Cont'd)

- (a) A Retail Supplier must provide a prospective customer with a statement of the Retail Supplier's terms, conditions and the customer's rights and responsibilities prior to the customer making a commitment to the Retail Supplier. The statement must provide notice to the customer that the customer's usage history will be released to the Retail Supplier by the Company upon customer's approval of Retail Supplier. Such customer commitment should be considered final only after the customer has been provided the required statement.
- (b) Retail Suppliers must comply with all applicable provisions of Opinion Nos. 97-5 and 99-3, and any subsequent Commission rulings, including, but not limited to the following consumer protection provisions:
 - (i) Provide prospective customers with a copy of their disclosure statement prior to the customer making a commitment to the Retail Supplier;
 - (ii) Provide customers with a minimum of fifteen (15) business days notice prior to terminating the contractual relationship for natural gas supply;
 - (iii) Adhere to practices sufficient to ensure a smooth transition, by a customer, from one supplier to another;
 - (iv) Adhere to practices sufficient to protect customers from an unauthorized switch of supplier (also known as "slamming");
 - (v) Offer customers, and adhere to, a process for resolving customer complaints that is both affordable and convenient for the customer.
- (c) Retail Suppliers must comply with reporting requirements as determined by the Commission, from time to time.
- (d) Retail Suppliers must notify the Commission and the Company of any material change in the information submitted to the Commission for eligibility determination.
- (e) Retail Suppliers must adhere to the policies and procedures contained in their filed disclosure statement.

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