

..DID: 9008
..TXT: PSC NO: 12 GAS LEAF: 117
COMPANY: CENTRAL HUDSON GAS & ELECTRIC CORPORATION REVISION: 0
INITIAL EFFECTIVE DATE: 08/02/99 SUPERSEDING REVISION:
STAMPS:
RECEIVED: 06/23/99 STATUS: Effective EFFECTIVE: 08/02/99

41. RETAIL ACCESS PROGRAM (Cont'd)

E. CUSTOMER CHANGES SUPPLIER (Cont'd)

- (c) If a Retail Access Program Customer chooses to return to the Company system for natural gas supply, that Customer must provide the Company, not less than ten (10) calendar days prior to the first day of the month when service is to commence, a telephoned or written authorization to return. Upon receipt of such notification, the Company will send a confirmation notice to the Retail Supplier, and the customer's return to the Central Hudson system will be implemented. The customer will begin to receive service under the Company's then-current tariff and applicable Service Classification;
- (d) The effective date of the switch in suppliers will be the first day of the month or a special meter read date if requested, subject to the charge cited in General Information Section 41.C. However, if a customer switches back to Central Hudson the customer will be billed under the standby provisions in the applicable tariff from the date of the switch until their next scheduled meter reading date.
- (e) Retail Suppliers are required to retain written authorization or taped telephone authorization from the customer for a switch of provider. Central Hudson shall retain written authorization for a change in suppliers for a period of six (6) years;

The above procedures are designed to protect the customer from "slamming": an unauthorized change in Retail Suppliers without the express consent of the customer(s);
- (f) Central Hudson will be the provider of last resort (POLR) for those customers for whom competition is not a viable option and for those customers who terminate their agreements with a Retail Supplier and fail to designate a substitute Retail Supplier;
- (g) As a POLR, Central Hudson will:
 - (i) Accept customers, subject to Commission consumer protection rules;
 - (ii) Obtain and provide natural gas supplies for such customers, consistent with the then-current Central Hudson gas tariffs;
 - (iii) Be responsible for any programs to assist low-income customers as approved by the Commission.

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