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COMPANY: NEW YORK STATE ELECTRIC & GAS CORPORATION REVISION: 0  
INITIAL EFFECTIVE DATE: 06/01/99 SUPERSEDING REVISION:  
STAMPS:  
RECEIVED: 04/26/99 STATUS: Effective EFFECTIVE: 06/01/99

### GENERAL INFORMATION

#### 28. SLAMMING PREVENTION - NON-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 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.

#### 29. SLAMMING PREVENTION - DAILY METERED CUSTOMERS:

##### A. Process

- (1) Slamming by a Marketer is not permitted.
  - (a) If the Customer notifies the Company that a switch request is not valid, the switch will not be made or will be reversed.
- (2) All unauthorized switches will be reported, by the Company, to the PSC.

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