

..DID: 8265  
..TXT: PSC NO: 12 GAS LEAF: 138.26  
COMPANY: THE BROOKLYN UNION GAS COMPANY REVISION: 0  
INITIAL EFFECTIVE DATE: 06/01/99 SUPERSEDING REVISION:  
STAMPS:  
RECEIVED: 04/26/99 STATUS: Effective EFFECTIVE: 06/01/99

**GENERAL INFORMATION (Cont.)**

3. The verification letter must advise the customer of the switch request and ask that he/she contact the Company within 5 calendar days if the switch request information is incorrect. The general content of the letter must be filed with Department of Public Service for review before it is used for this purpose.
  4. If the customer notifies the Company that the request is not valid, the switch will not be made or will be reversed.
  5. All unauthorized switches must be reported by the Company to the Department of Public Service.
- B. ESCOs/Marketers that switch customers without the customers' authorizations will be fully responsible for all wrongful charges applied to the customers' bills and for all reasonable costs incurred by the Company. Such ESCOs'/Marketers' eligibility to serve retail customers in New York State may also be terminated by the New York State Public Service Commission and/or a monetary penalty may be imposed.
- C. ESCOs/Marketers must retain for six years documentation of a customers' authorizations to switch. Such documentation must be in the form of one of the following:
1. written agreements signed by the customers;
  2. written statements by independent third parties that witnessed or heard verbal commitments by the customers;

Issued by Steven L. Zelkowitz, Sr. Vice President and General Counsel, Brooklyn, NY