

Anthony Campagiorni, Esq.
Vice President
Regulatory & Governmental Affairs



August 12, 2016

Honorable Kathleen H. Burgess, Secretary
New York State Public Service Commission
Three Empire State Plaza
Albany, New York 12223

RE: Order Regarding the Provision of Service to Low-Income Customers by Energy Service Companies (Issued and Effective July 15, 2016)

Dear Secretary Burgess:

In compliance with Case 12-M-0476 et al., Order Taking Actions to Improve the Residential and Small Non-residential Retail Access Markets issued February 25, 2014 and the Order Regarding the Provision of Service to Low-Income Customers by Energy Service Companies, issued and effective July 15, 2016, a draft letter which was provided in collaboration with staff is enclosed. The letter will be sent to energy service company customers who have been designated as assistance program participants, informing them that they will be returned to utility service at the expiration of their contract with their current Energy Supplier.

If you or other members of the PSC Staff have any questions, please contact Jennifer Lorenzini at jlorenzini@cenhud.com or 845-486-5523.

Respectfully submitted,

A handwritten signature in cursive script that reads "Anthony Campagiorni".

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Dear Customer:

RE: Moratorium on ESCO enrollments and renewals of low-income customers

This letter is to inform you that the New York State Public Service Commission's (PSC) July 15, 2016 Order Regarding the Provision of Service to Low-Income Customers by Energy Service Companies (ESCO) places a moratorium on the ability of ESCOs to sell electricity and natural gas to low-income customers. As a result, and because you are enrolled in the utility's low-income program, you will be returned to utility service at the expiration of your existing ESCO contract.

The PSC found that low-income customers have not benefitted from taking supply service from ESCOs. This moratorium will ensure that low-income customers are not paying any more than necessary for gas and electricity. This program change will help to keep your energy costs affordable.

What does this mean for you?

ESCOs can no longer enroll customers that participate in a utility's low-income program. If you are a low-income program participant and currently receive energy supply services from an ESCO, you will be returned to utility service at the expiration of your existing fixed term contract. If you are currently in a month-to-month variable rate contract, the expiration of the contract is at the end of the current billing period and you will be returned to utility service at that time with no interruption of service. It can take up to two billing cycles to return to the utility depending on when your meter is read.

If you have any questions, please call us at 1-800-527-2714, Monday – Friday, 8:00 am to 6:00 pm or Saturday 9:00 am to 1:00 pm.

Sincerely,

Jennifer Lorenzini
Customer Choice Coordinator