

CONFIDENTIAL

Included are:

- Sales and Contract Policy
- New York ESCO Marketing Training and Quality Assurance
- Dispute Resolution Process



Principles for Marketing Retail Energy to Residential and Small Business Customers in New York State





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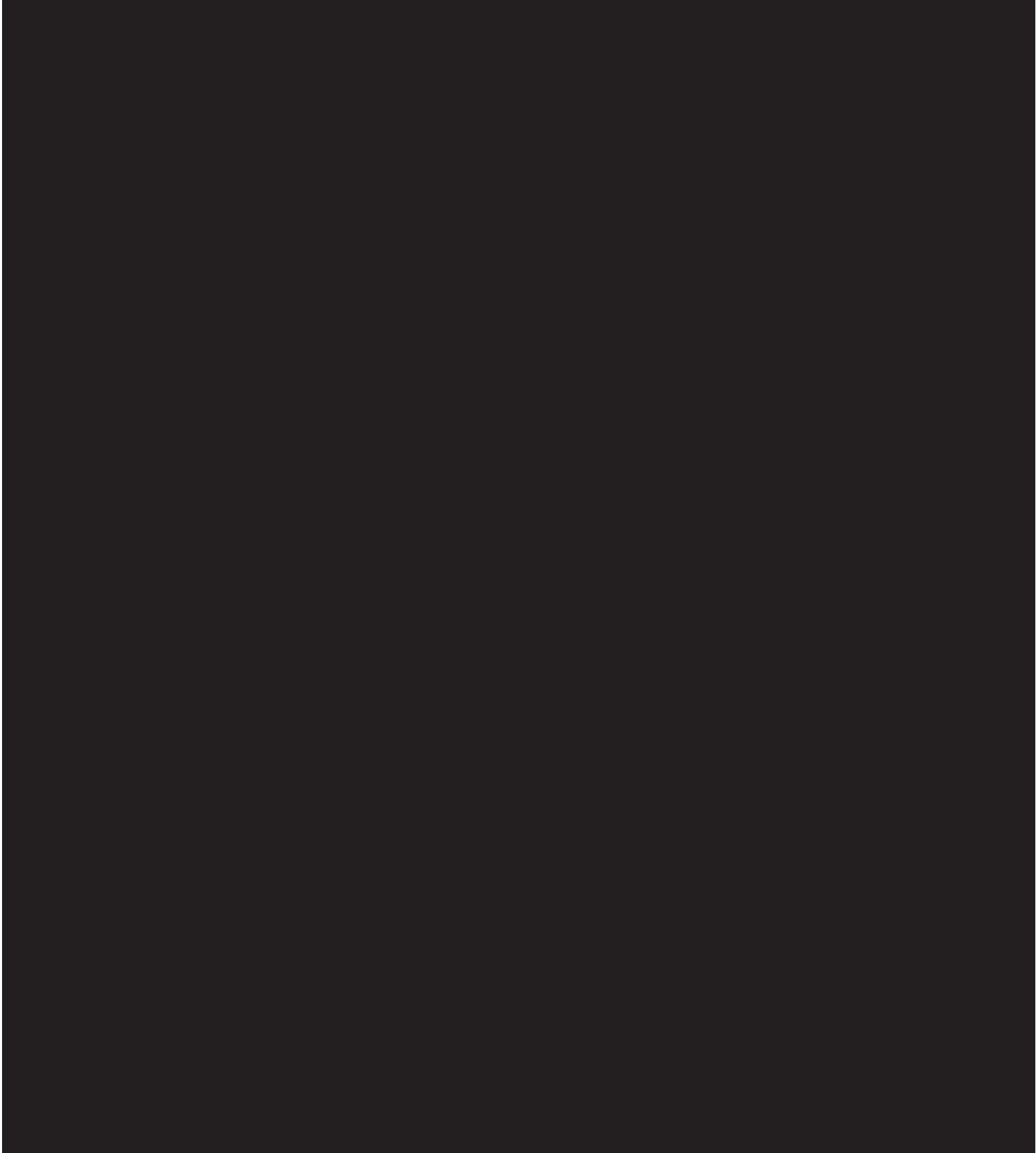


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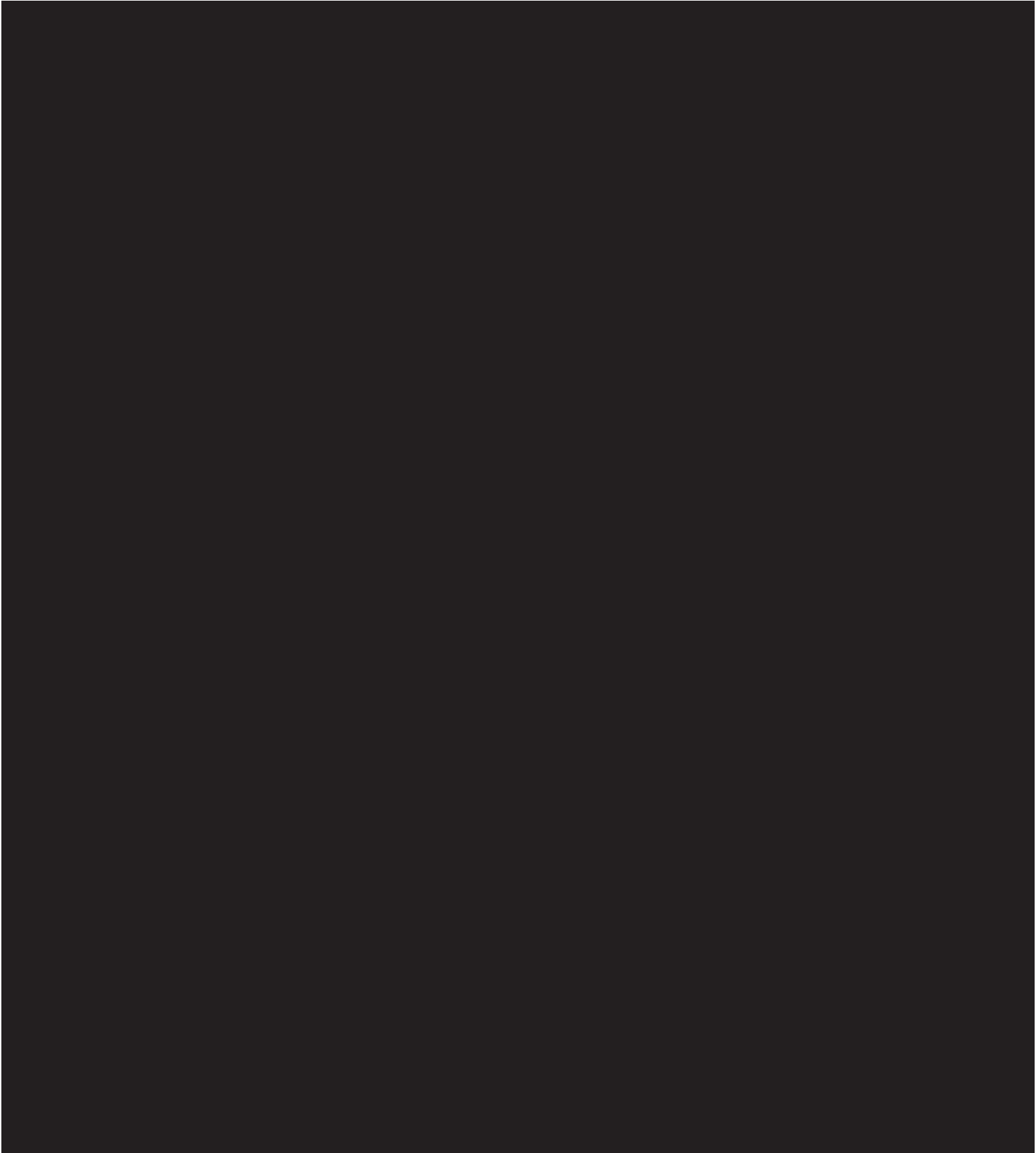


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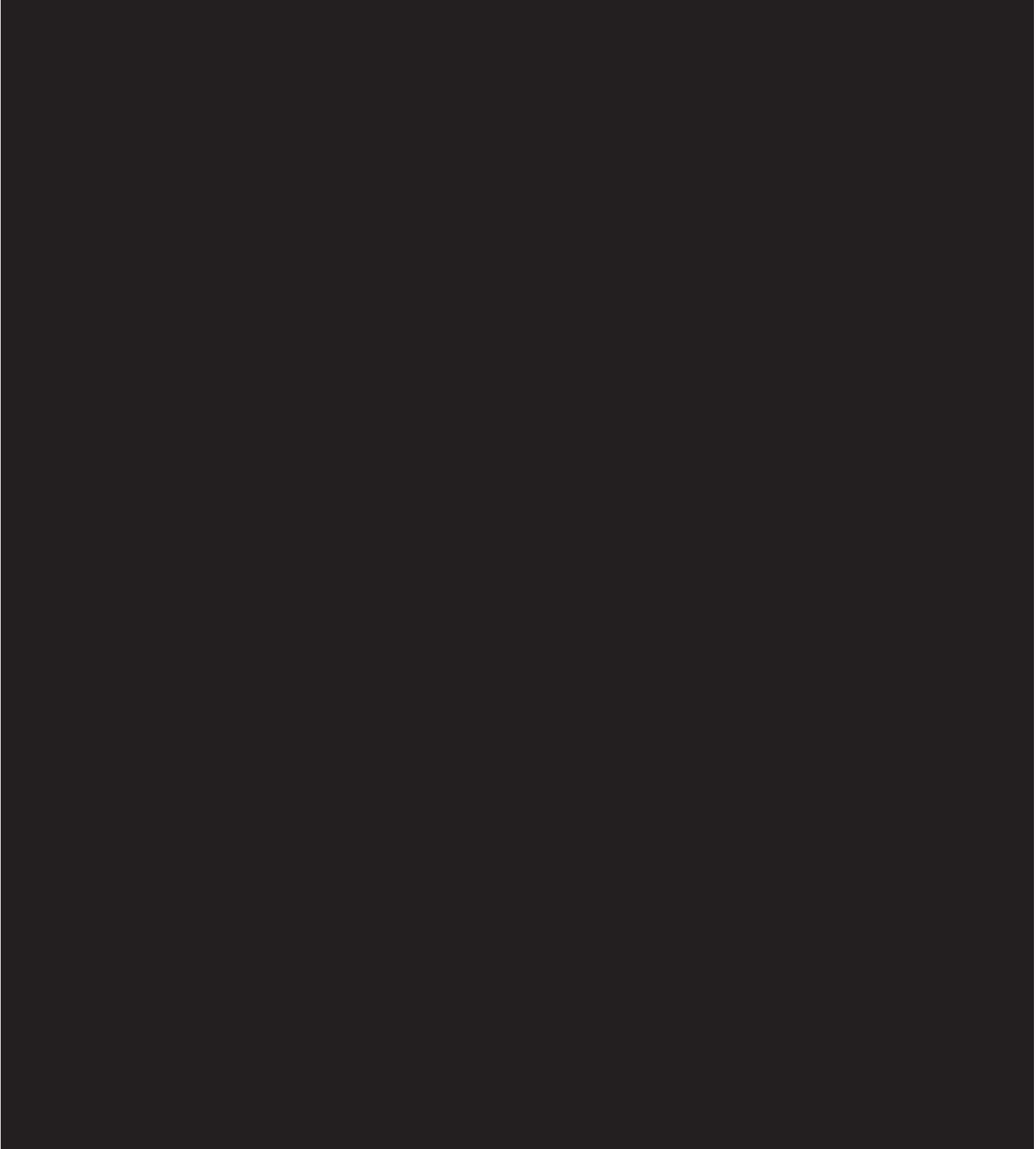


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New York Dispute Resolution Process

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