

GENERAL INFORMATION

17. Community Choice Aggregation (“CCA”) Program

- A. A CCA Program allows municipalities (villages, towns and cities) to aggregate the usage of eligible CCA customers (residential and small non-residential customers) within a defined jurisdiction in order to secure an alternative energy supply contract on a community-wide basis.
1. In accordance with the Orders issued April 21, 2016, December 14, 2017, and January 19, 2023, in Case 14-M-0224, before requesting customer data from the utility for participation in a CCA Program, the municipality or their designee (CCA Administrator or ESCO) :
 - (a) must sign a Data Security Agreement acceptable to the Company, and
 - (b) must have an approved implementation plan and certification of local authorization approved by the NYS PSC.
 2. Upon fulfilling the requirements in Rule A.1, the Company will provide the following information to the municipality or their designee in accordance with the terms stated herein.
 - (a) Aggregated customer data, including the number of customers by service class, the meter read cycle, the volumetric gas consumption by month for the past 12 months by service class. This information will be provided to the municipality or CCA Administrator within twenty days of a request.
 - (b) After each municipality has entered into a CCA contract with an ESCO, the Company shall transfer customer-specific data to the municipality or CCA Administrator within five days of receipt of a request to support the mailing of opt-out notices. The data shall include all customers in the municipality eligible for opt-out treatment based on the CCA and the requirements of the April 21, 2016, and January 19, 2023, Orders issued in Case 14-M-0224. The data should include:
 - 1) Customer of record’s name
 - 2) Mailing Address
 - 3) Primary Language (if available from the Company’s billing system)
 - 4) Any customer-specific alternate billing name and address
 - 5) Bill cycle and period code
 - 6) Tax-exempt Status
 - 7) Net metered/VDER/solar account indicator
 - 8) Dual-meter indicator
 - (c) After the opt-out process has been completed, the Company shall transfer account numbers for eligible customers that did not opt-out to the ESCO providing service within five days of receipt of a list of customers that opted out. These account numbers may be transmitted via electronic mail in secured, encrypted spreadsheets, through access to a secure website, or through other secure methods of transfer.
 - (d) Upon request by the municipality or CCA Administrator the Company will transfer the customer data in (b) to the requestor within five days of the request for newly eligible customers that became customers of the Company since the last eligible customer list was provided and were not on a previous eligible for out-out list. The Company will distinguish between new accounts and customers that are now opt-out eligible for other reasons. After the opt-out process has been completed for those customers, the Company will provide account numbers for customers that did not opt-out as described in (c).
- B. Dispute Resolution
- For disputes arising in relation to a CCA, the Company, CCA Administrators, and Energy Service Entities may utilize the dispute resolution process specified in the January 19, 2023, Order issued in Case No. 14-M-0224.