

Effective Date: 03/01/2018

PSC No: 19 - Electricity  
Rochester Gas and Electric Corporation  
Initial Effective Date: December 1, 2016  
Issued in compliance with Order in Case 14-M-0224, dated April 21, 2016.

Leaf No. 160.39.24  
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### GENERAL INFORMATION

#### 25. Community Choice Aggregation (Cont'd)

##### **H. Customer Inquiries Concerning Billing-Related Issues**

1. Customer inquiries concerning the Company's charges and services shall be directed to the Company.
2. Customer inquiries concerning the CCA's charges or services, or administrative functions of the CCA, including any communications from the CCA Administrator or ESCO, the Implementation Plan, the Data Protection Plan, local authorization, or the terms and conditions of the agreement between the CCA Administrator and the ESCO, shall be directed to the CCA.

##### **I. Customer Inquiries Related to Emergency Situations or Outages**

CCAs serving Customers who require service which is uninterrupted, unreduced or unimpaired on a continuous basis should ensure that the Customers provide their own emergency or back-up capability.

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