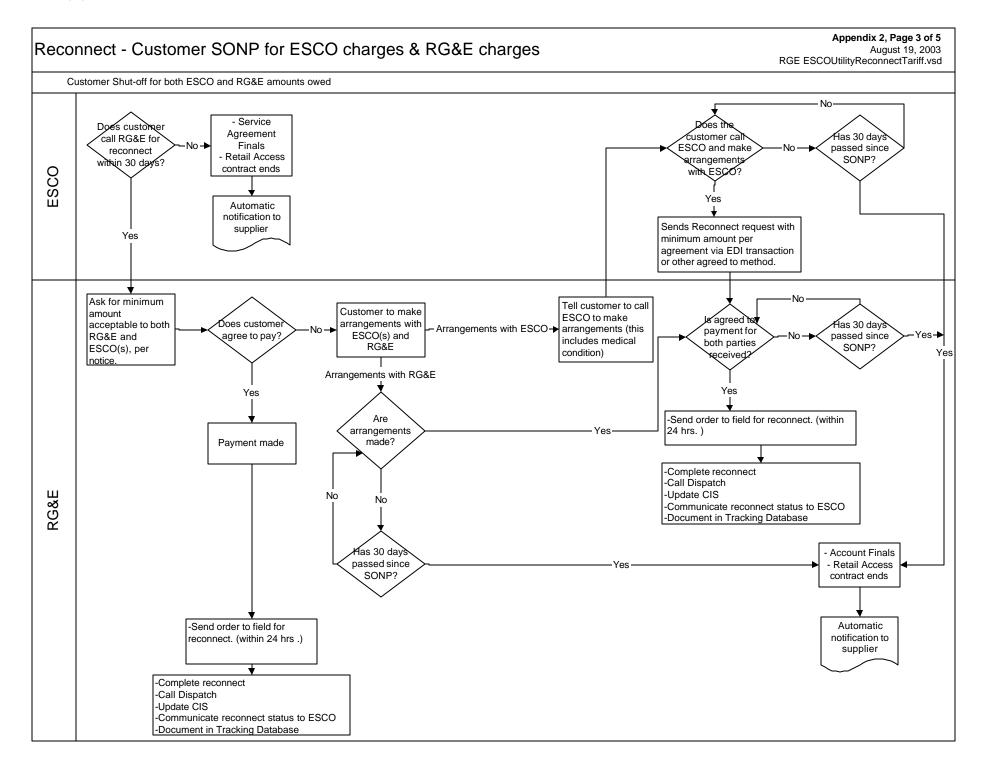


RG&E ESCO Gas Suspension Request Process **ESCO shall complete all HEFPA requirements *including DPA offers, check for medical hardship, and 72 hours notice before sending request for suspension.** Notify RG&E to suspend via an EDI transaction, or other agreed to manner, on Appendix 2, Page 2 of 5 SCO standard PSC approved form. (See Attachment A for suggested form.) Data September 2, 2003 requirement: ESCO Name, Cust. Name, NYSEG Account #, Request date, Minimum RGE ESCO gas SuspendReqTariff.vsd Amount to avoid Suspension, Min. Amount to resume service, Work by date, Date of Commodity Termination, and additional information required by RG&E or the PSC. -Issue Work Order for Disconnect .-Verify account eligible Is Service Document on -Enter all request for ESCO SONP: ls account already SONP account to information into -Check for Specialeligible? communicate to tracking database Conditions by RG&E? customer rep.'s Yes -Enter Cancel Date and Reason into -Add ESCO collection amount to CIS for Tracking Database reconnect process -Communicate to ESCO that request -Communicate to ESCO that already cannot be processed via EDI transaction, SONP, but will include amount to resume or other agreed to manner. service in reconnect process. -Go to Reconnect Process Is payment made ls access Field rep goes to receive payment to satisfy gained? site to complete to satisfy **RG&E** suspension notice SONP. suspension before Work Order in field? Yes -Ensure workforce -Call Dispatch to update available for potential -Update Tracking reconnect in 24 hours. Database Yes -Update Tracking Database -Document payment amount in field -Complete Work Order -Communicate to ESCO -Communicate to ESCO system and call dispatch to update to disconnect at meter. request result. request result. CIS. -Go to Reconnect -Update CIS -Update CIS -Process payment in CIS via business Process office CSR. -Update Tracking Database -Communicate to ESCO request result. -Cancel work order -Update Tracking Database -Update CIS -Communicate to ESCO -Bill ESCO fee for SONP request result. request NOTE: Payments made via normal payment processing will be manually monitored to ensure accounts are not disconnected in error.



Appendix 2, Page 4 of 5 Reconnect - Customer SONP for ESCO charges only August 19, 2003 RGE ESCOReconnectTariff RG&E charges are current when the account is shut off for non-payment Does the Does customer customer make Is payment call ESCO for arrangements made? reconnect? with ESCO? ESCO Sends Reconnect request via EDI transaction or No other agreed to method. End of process No -Send order to field for reconnect. (within 24 hrs.) Tell customer to call -Complete reconnect ESCO to make Does customer -Call Dispatch call RG&E for arrangements (this -Update CIS includes medical reconnect? -Communicate reconnect status to ESCO condition) -Document in Tracking Database No RG&E End of process

Instructions:

TERMINATION REQUEST FORM ESCO Request for Residential Electric or Gas Termination due to Non-Payment

Appendix 2, page 5 of 5

By submitting this form, ESCO requests RG&E to suspend service to the customers listed below. ESCO represents that the ESCO has complied with all HEFPA requirements in the termination of commodity service for each of such customers, and acknowledges that RG&E will rely on this representation. ESCO agrees to immediately notify RG&E or any changes that would cancel suspension request, e.g. receipt of full payment or a DPA is signed. ESCO agrees to pay all costs associated with suspension, as prescribed in RG&E's tariff. ESCO confirms that it is able to resume service to the customer and confirms that it has not assigned its right to obtain payment of the arrears to an entity that is not a utility. ESCO agrees to indemnify RG&E from and against any and all claims, demands, damages, costs and expenses, including reasonable attorneys fees arising out of, or related to, or in connection with the suspension of distribution service. ESCO understands that RG&E may refuse to initiate suspension where RG&E believes suspension is improper.

Fill in all re	equested inform	ation in the	columns bel	ow. E-mail to	Do not se	end repeat a	ccounts / name
	Supplier:]	Date			
	Supplier ID:]	Contact:			
				Contact Phone:			
Customer of Record & Premise address to Suspend	RG&E Account Number	Commodity (G or E)	Meter # (s) to be Suspended	Minimum Amount to avoid Service Suspension	Minimum Amount to Resume Service	Last Date Workable	Contract Terminatin Date