

PSC No: 19 - Electricity
Rochester Gas and Electric Corporation
Initial Effective Date: December 1, 2012

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GENERAL INFORMATION

2. HOW TO OBTAIN SERVICE (Cont'd)

B. CUSTOMER DEPOSIT (Cont'd)

(1) Deposit Requirements (Cont'd)

Non-residential (Cont'd)

- (b) The Company shall offer an existing customer, from whom a deposit is required under Rule 2.B.(2)(a)(i) or (ii), the opportunity to pay the deposit in three installments, 50 percent down and two monthly payments of the balance.
- (c) A request for a deposit or deposit increase will be in writing and will advise the Customer:
 - (i) why the deposit is being requested;
 - (ii) how the amount of the deposit was calculated;
 - (iii) that the deposit is subject to later upward or downward revision based on the Customer's subsequent billing history;
 - (iv) that the Customer may request that the Company review the account in order to assure that the deposit is not excessive;
 - (v) the circumstances under which the deposit will be refunded;
 - (vi) that the Customer will receive annual notice of the interest credited to the account;
 - (vii) about the available deposit alternatives; and
 - (viii) that for an existing customer from whom the deposit is being requested because of delinquency or financial condition, the deposit may be paid in three installments.
- (d) The Company shall issue to every customer from whom a deposit is obtained, a receipt showing the date, the account number, the amount received, the form of the payment, and shall contain a notice explaining the manner in which interest will accrue and be paid and that the receipt is neither negotiable nor transferable.

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