

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

Leaf No. 103  
Revision: 1  
Superseding Revision: 0

## GENERAL INFORMATION

### 6. LIABILITY

#### A. CONTINUITY OF SUPPLY

- (1) The Company will endeavor at all times to provide a regular and uninterrupted supply of service (except where the terms and conditions of a particular Service Classification provide otherwise), but in case the supply of service shall be interrupted or irregular or defective or fail from causes beyond the Company's control (including without limiting the generality of the foregoing, executive or administrative rules or orders issued from time to time by State or Federal officers, commissions, boards or bodies having jurisdiction), or because of the ordinary negligence of the Company, its employees, servants or agents, the Company will not be liable therefore.

In cases where intentional disconnections of individual customers are made in error, the Company will:

- (a) reimburse residential customers served either directly or indirectly for their losses actually sustained, not to exceed \$100 for any one consumer for any one incident, as the result of improper turn offs of service lasting more than 12 hours, when such losses consist of the spoilage of food or medicine for the lack of refrigeration.
- (b) reimburse non-residential customers served either directly or indirectly for their losses actually sustained, not to exceed \$2000 for any one customer for any one incident, as the result of improper turn offs of service lasting more than 12 hours when such losses consist of the spoilage of perishable merchandise for lack of refrigeration.

Customer claims in the above cases must be made within a 90-day period following the improper turn off incident.

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