

PSC No: 19 - Electricity
Rochester Gas and Electric Corporation
Initial Effective Date: October 17, 2009

Leaf No. 18
Revision: 1
Superseding Revision: 0

GENERAL INFORMATION

2. HOW TO OBTAIN SERVICE (Cont'd)

B. CONSUMER DEPOSIT

(1) Residential

- (a) The Company may require a consumer deposit from: seasonal or short term residential customers taking service for a term that does not exceed one year; or from applicants who do not provide proof of their identity upon application for service; or applicants that have never had service in her/her name and has a high risk credit score (FICO credit score of 650 or less); or an applicant who has had a prior RG&E account with an unpaid debt; and from residential customers as a condition of receiving utility service if such customer is delinquent in payment of his/her utility bill.

A customer is delinquent for the purpose of a deposit assessment if such customer:

- (i) Accumulates two consecutive months of arrears without making reasonable payment, defined as one-half of the total arrears, of such charges before the time that a late payment charge would become applicable, or fails to make a reasonable payment on a monthly bill within 50 days after the bill is due; provided the Company requests such deposit within two months of such failure to pay; or
- (ii) Had service terminated for nonpayment during the preceding six months.

A delinquent customer shall be provided a written notice, at least 20 days before the deposit is assessed, that failure to make timely payments will permit the Company to require a deposit from such customer. If a deposit from a customer who is delinquent by virtue of his or her failure to make a reasonable payment of arrears, is required, the Company shall permit such customer to pay the deposit in installments over a period not to exceed 12 months.

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