

PSC No: 16 - Gas
Rochester Gas and Electric Corporation
Initial Effective Date: September 26, 2010
Issued in compliance with Order in Case 09-G-0718 dated September 21, 2010

Leaf No. 84
Revision: 1
Superseding Revision: 0

GENERAL INFORMATION

4. METERING AND BILLING (Cont'd)

L. SELECTION AND CHANGE OF SERVICE CLASSIFICATION

The Company will endeavor to assist a customer in the selection of the Service Classification which may be most favorable to his requirements, but in no way can the Company make any warranty, expressed or implied, as to the rates, classifications or provisions favorable to the future service requirements of the customer. If it is found that a Service Classification other than the one which the customer is supplied will be more advantageous, the customer, upon signing a new application for service, will be supplied under the more favorable rate subject to the class and term limitations of the rate. A change having once been made must stay in effect for a period of at least one year from the date of the change, subject to any term limitations of the service classification. The customer, Direct Customer, or Supplier shall be responsible for the selection of the proper service classification.

M. SERVICE GUARANTEE

The Company guarantees to keep service appointments made at the customer's request. If the Company does not keep an appointment within the timeframe agreed upon, a credit will be applied to the customer's next bill. The credit will be \$20.00.

Service guarantees do not apply to appointments made for the same day the customer requests service or if events beyond the Company's control, such as severe weather, prevent the Company from performing as planned.

ISSUED BY: James A. Lahtinen, Vice President Rates and Regulatory Economics, Rochester, New York