

PSC No: 17 - Gas
Rochester Gas and Electric Corporation
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GENERAL INFORMATION

PART II – RULES AND REGULATIONS

6. DISCONTINUANCE OF SERVICE (Cont'd)

C. RETAIL CUSTOMER DISCONTINUANCE BY THE DISTRIBUTION CUSTOMER

- (8) A meter read is required for discontinuance of service to a Retail Customer by the Distribution Customer. The meter read will be done on the next regularly scheduled read date after the fifteen (15) day notification period, or the Distribution Customer may request a special read. If the Distribution Provider is unable to obtain a meter read, the Distribution Customer may be asked to arrange access to the meter. If the Distribution Provider is still unable to obtain an actual final meter reading, the Distribution Provider may estimate the Distribution Customer's final meter read according to the best available information. Unmetered accounts will be transferred on their next regularly scheduled billing date after the fifteen (15) day notification period. Transfer of a Retail Customer to another Distribution Customer will occur upon an actual final meter read. Transfer of a Retail Customer to the Distribution Provider's retail service will occur upon an actual or estimated final meter read. The Distribution Customer remains responsible for charges for the Retail Customer's service point until that service point is transferred.
- (9) If the Distribution Customer chooses to discontinue service to all Retail Customers in the Distribution Provider's control area, the provisions of rule 6.A apply.
- (10) Distribution Customers may request the Distribution Provider to suspend a Retail Customer's delivery service for non-payment of commodity service in accordance with Schedule PSC No. 16 – Gas, at Section 5.N.

D. VOLUNTARY DISCONTINUANCE BY THE RETAIL CUSTOMER

If the Retail Customer chooses to discontinue its service rendered by a Distribution Customer but does not wish to have its gas service disconnected, it must select a new service provider by either enrolling with another Distribution Customer or applying for retail service with the Distribution Provider. If contacted by the Retail Customer to discontinue services, the Distribution Customer shall inform the Retail Customer of such options, consistent with the terms of its contract with the Distribution Customer. If the Retail Customer requests physical disconnection of its gas service, the Distribution Customer shall obtain written authorization from the Retail Customer and submit a Request for Physical Service Disconnection Form to the Distribution Provider at least five (5) days prior to the requested disconnection date. The Distribution Customer remains responsible for charges for the Retail Customer's service point until that service point is transferred to another Distribution Customer, to the Distribution Provider's retail service or discontinued upon an actual or estimated meter read.

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