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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 (Cont'd)

- (6) The procedure in Rules 6.C(3) and 6.C(4) shall apply to the transfer or termination of retail service to residential Retail Customers as defined in 16 NYCRR Section 11.2. For non-residential Retail Customers as defined in 16 NYCRR Section 13.1, the procedure shall be the same, except in the following respects:
- a) For non-residential Retail Customers, 16 NYCRR Part 13 applies, as opposed to Part 11;
 - b) If the credit review determines that no conditions are required of the Retail Customer, other than a written application, and the Retail Customer meets all application requirements, the Retail Customer will not be required to submit a written application prior to being transferred to the Distribution Provider's retail service, and an application for service will be mailed to the Retail Customer after the transfer;
 - c) The notice to the Retail Customer stating that in order to retain retail service by the Distribution Provider the Retail Customer must satisfy the condition specified in the notice, shall contain the information specified in 16 NYCRR Section 13.2(c), as opposed to Section 11.3(b);
 - d) The termination notice will be mailed out pursuant to 16 NYCRR Section 13.3 eight (8) days prior to the discontinuance date, as opposed to Section 11.4(b). If the Retail Customer has not met the above requirements by the termination date, the Retail Customer will be terminated. Termination of a Retail Customer will not occur prior to the date of discontinuance of service to the Distribution Customer; and
 - d) The seventy-two (72) hour notification during the cold weather period will not occur.
- (7) For Retail Customers whose service point is a multiple dwelling or two-family residence as defined in 16 NYCRR Section 11.7 and 11.8, the procedure shall be the same as for residential Retail Customers, except in the following respects:
- a) The termination notice will be mailed out pursuant to 16 NYCRR Section 11.7(a)(1) and Section 13.3 fifteen (15) days prior to the discontinuance date, as opposed to Section 11.4(b);
 - b) A termination notice will be mailed to each occupant and a posting will occur pursuant to 16 NYCRR Section 11.7 and 11.8;
 - c) The seventy-two (72) hour notification during the cold weather period will not occur, except for owner-occupied service points; and
 - d) If after eighteen (18) days the Retail Customer has not met the above requirements, the Retail Customer will be terminated. Termination of a Retail Customer will not occur prior to the date of discontinuance of service to the Distribution Customer.

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