

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 (Cont'd)

- (d) That after the discontinuance and unless and until new Distribution Customers are selected and the switches are completed, the Service Point will be transferred to the appropriate service classification in the Distribution Provider's gas retail tariff.
- (2) Upon receipt of a switch request from a Distribution Customer following the discontinuance notice, the Distribution Provider will verify the intended switch with the Retail Customer in accordance with Rule 2.B.6.
- (3) Sample copies of the form of the notices to Retail Customers under this process shall be provided to the Department of Public Service for review at least five (5) calendar days before the letter are sent to Retail Customers.
- (4) The Distribution Provider shall, upon receipt of the completed Discontinuance of Service Form, review the credit history of the Retail Customer. If this review discloses no circumstance that, under 16 NYCRR Part 11, would permit the Distribution Provider to impose any condition upon the initiation of retail service to the Retail Customer by the Distribution Provider, and if the Retail Customer fails to enroll for service by a different Distribution Customer within fifteen (15) calendar days, the Distribution Provider will transfer the Retail Customer to the equivalent service classification of retail service by the Distribution Provider on the first meter reading date after the fifteen (15) day notice period expires (or the Distribution Provider and Distribution Customer may agree to use estimated readings or provide for special meter reads), under all the terms and conditions of the Distribution Provider's Schedule for Gas Service, P.S.C. No. 16 - Gas, upon which transfer the Retail Customer shall cease to be a customer of the Distribution Customer. At the time of such transfer the Distribution Provider shall notify the Retail Customer thereof, shall inform it that it may enroll for retail service by another Distribution Customer and shall provide to the Retail Customer a list of qualified Distribution Customers.
- (5) If the Distribution Provider's credit review discloses that a Retail Customer does not meet the application for service requirements of the Distribution Provider, as permitted by 16 NYCRR Part 11, or is subject under the terms of the Distribution Provider's tariff for retail service to the requirement of a written application or other condition for resumption by the Distribution Provider of retail service, the Distribution Provider shall send a termination notice, fifteen (15) calendar days prior to the termination date. The termination notice to that Retail Customer will contain the information specified in 16 NYCRR Section 11.3(b) and 11.4(b), and state that in order to retain retail service by the Distribution Provider, that Retail Customer must satisfy the conditions specified in the notice. If after fifteen (15) calendar days that Retail Customer shall not have complied with the conditions set forth in the notice, pursuant to 16 NYCRR Section 11.4(b), the Distribution Provider shall terminate service to that Retail Customer. If the termination is to occur during the cold weather period (November 1 through April 15), the Distribution Provider shall also notify the Retail Customer seventy-two (72) hours prior to the termination, pursuant to 16 NYCRR Section 11.5(b). Termination of a Retail Customer will not occur prior to the date of discontinuance of service by the Distribution Customer.

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