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Rochester Gas and Electric Corporation
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GENERAL INFORMATION

PART II – RULES AND REGULATIONS

2. HOW TO OBTAIN SERVICE (Cont'd)

B. RETAIL CUSTOMER ENROLLMENT / INFORMATION REQUIREMENTS (Cont'd)

(5) Slamming Prevention Process (Cont'd)

- (d) If the Retail Customer notifies the Distribution Provider that the request is not valid, the switch will not be made or will be reversed. If an unauthorized switch has been made and the service classification changed, the Distribution Provider will transfer the Retail Customer back to his/her prior service classification.
- (e) All unauthorized switches shall be reported by the Distribution Provider to the Department of Public Service.

Distribution Customers switching Retail Customers without the Retail Customer's authorization will be fully responsible for all wrongful charges applied to the Retail Customer's bills and for all reasonable costs incurred by the Distribution Provider. Such Distribution Customer's eligibility may also be terminated by the New York State Public Service Commission and/or a monetary penalty may be imposed.

Distribution Customers must retain six years documentation of a Retail Customer's authorization to switch. Such documentation must be in the form of one of the following:

- (a) Written agreements signed by the Retail Customer;
- (b) Written statements by independent third parties that witnessed or heard verbal commitments by the Retail Customer;
- (c) Tape recordings made by the Distribution Customer of the Retail Customer's verbal commitments;
or
- (d) Electronic transmittals that can be shown to have originated with the Retail Customer.

(6) Special Meter Read Fee

A special meter read fee will be assessed to the Distribution Customer or a Direct Customer for each Service Point that requires a special meter read if the regular read would not occur on the 10th calendar day after the switching notice has been received by the Distribution Provider. A special meter reading is a meter reading performed on a date other than the customer's regularly scheduled meter reading date. The transfer will occur on the date in which the meter reading is obtained. The fee shall be equal to the charge shown in the Special Services Statement.

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