

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

PART II – RULES AND REGULATIONS

2. HOW TO OBTAIN SERVICE (Cont'd)

C. RETAIL CUSTOMER PROTECTIONS

(1) Distribution Provider Responsibilities

The Distribution Provider takes responsibility for being the Retail Customers' provider of last resort. Retail Customers may revert back to full service with the Distribution Provider, and such Retail Customers shall then be served under the Distribution Provider's Retail Gas Tariff. Refer to Rule 6 for further information.

In addition, the Distribution Provider's obligation to serve will continue to consist of connecting all Retail Customers to the gas system, maintaining the transmission and distribution system in the Distribution Provider's control area, and delivering gas to consumers in the Distribution Provider's control area via the distribution system.

The Distribution Provider will provide a current list of eligible Distribution Customers to Retail Customers upon request.

(2) Distribution Customer Responsibilities

The Retail Customer protection and PSC oversight responsibilities set forth below do not apply to Direct Customers.

- (a) The Distribution Customer must provide a prospective Retail Customer a disclosure statement that provides a complete description of a Retail Customer's rights and responsibilities, including, but not limited to, a description of the complaint-handling procedures available to the Retail Customer, the telephone number of the Department of Public Service for the purpose of registering complaints concerning the Distribution Customer, the rights and obligations of Retail Customers regarding payment of bills, the Retail Customer's right to pay differences between estimates and actual meter reads over no less than three (3) months, procedures for terminating the contract to provide gas supply, and security deposit requirements and procedures;
- (b) The Distribution Customer must provide a minimum of fifteen (15) calendar days' notice to the Retail Customer prior to terminating the contractual relationship for gas supply;
- (c) The Distribution Customer must adopt procedures for the transfer of a Retail Customer from one Distribution Customer to another, including means of notifying the Distribution Provider of such transfers;

(Continued on next leaf)

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