

PSC No: 17 - Gas  
Rochester Gas and Electric Corporation  
Initial Effective Date: June 1, 2003

Leaf No. 36  
Revision: 0  
Superseding Revision:

## GENERAL INFORMATION

### PART II – RULES AND REGULATIONS

#### 2. HOW TO OBTAIN SERVICE (Cont'd)

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

###### **(12) Current Retail Customer Information**

The Distribution Provider will make available to the Distribution Customer or a Direct Customer all data recorded by and currently retrieved from their Retail Customer's meters and all other information necessary to compute the Retail Customer's most recent bill. All such information will be provided electronically, at no charge, to the Distribution Customer or Direct Customer when the data is acceptable by the Distribution Provider to bill its own customers. Where estimated meter readings are used, the estimates must also be provided free of charge to the Distribution Customer or Direct Customer when the data is acceptable by the Distribution Provider to bill its own customers. All subsequent changes or corrections and adjustments to previously supplied data and metering equipment shall be made available to the Distribution Customer or Direct Customer when the data is acceptable to be used by the Distribution Provider to bill its own customers. Along with the changed data, the Distribution Provider shall provide the Distribution Customer or Direct Customer and explanation of the reason for the change.

###### **(13) Access to Premises**

An authorized officer or agent of the Distribution Provider may enter at all reasonable times any building or other location supplied with gas service for the installation, removal, repair, inspection and examination of equipment owned or maintained by the Distribution Provider for supplying or regulating the supply of gas and of ascertaining the quantity of gas supplied, provided, however, such agent exhibits a photo-identification badge and written authority from the Distribution Provider.

The Distribution Provider shall conduct a field investigation as soon as reasonably possible and within 60 calendar days, except where prevented by circumstances beyond the Distribution Provider's control, when there is:

- (a) A reasonable Distribution Customer request; or
- (b) The issuance of a field inspection order in accordance with a Distribution Provider bill review procedure; or
- (c) Notification from any reasonable source that service may not be correctly metered; or
- (d) A directive by the PSC or its authorized designee.

In the event that a Retail Customer or any other person, at any time, directly or indirectly prevents or hinders a duly authorized officer or agent of the Distribution Provider from entering the premises or from making an inspection or examination at any reasonable time, the Distribution Customer serving such Retail Customer may be charged \$100.00 for each occurrence.

###### **(14) Kind of Service**

While the Distribution Provider will at all times endeavor to furnish service under any of its standard classes of distribution best suited to the Retail Customer's requirements, nothing in this Tariff shall be interpreted as requiring the Distribution Provider to render service other than that established as standard for the district in which the Retail Customer's premises are located, or to tap its distribution system except as found feasible by its engineers.

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