

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

### PART II - RULES AND REGULATIONS

#### 5. BILLING AND PAYMENT (Cont'd)

##### **E. PAYMENT (Cont'd)**

##### **(2) Billing Questions and Disputes (Cont'd)**

- (c) Overpayments made by a Distribution Customer or Direct Customer as a result of an inaccurate invoice or as determined through the Dispute Resolution Process shall be credited to the Distribution Customer's or Direct Customer's account if there is an outstanding balance owed to the Distribution Provider on that account, or else shall be refunded directly to the Distribution Customer or Direct Customer. Such credit or refund must occur within five (5) calendar days of a determination that an overpayment occurred. Such overpayments shall earn interest at the rate of 1.5% per month from the date of the overpayment, whichever applies. The refund shall be rendered to the Distribution Customer or Direct Customer by electronic funds transfers. Overpayments made voluntarily by a Distribution Customer or Direct Customer shall be credited to the account of the Distribution Customer or Direct Customer and shall not earn interest unless the overpayment is applied to the security deposit account.

##### **(3) Application of Payment**

Unless otherwise agreed to by the Distribution Provider and the Distribution Company or Direct Customer, payments will be applied to arrears first and then to current charges.

##### **(4) Failure to Make Payment**

Upon failure of the Distribution Customer or Direct Customer to make any payment when due, the Distribution Provider may draw down on any security that may be available as described in Rule 2.A.7.

(Continued on next leaf)

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