

PSC No: 16 - Gas  
Rochester Gas and Electric Corporation  
Initial Effective Date: June 1, 2003  
Effective:

Leaf No. 66  
Revision: 0  
Superseding Revision:

## GENERAL INFORMATION

### 4. METERING AND BILLING (Cont'd)

#### E. TERM OF SERVICE

(1) Length of Term

The term shall begin on the date service is made available, and shall continue until service is discontinued as provided in applicable Service Classifications.

(2) Temporary Discontinuance

When service is supplied on a Service Classification providing for a term of service of less than one year, the Company will permit a temporary discontinuance of service, for one period of not less than 30 days in any calendar year, upon three days' notice in writing from the Customer.

(3) Retail Access Service

(a) Payment

Invoices shall be issued to Marketers or Direct Customers monthly for imbalances, extraordinary Customer data provided on request (over and above the information provided without charge), special meter reading charges, adjustments to prior invoices, and other retail tariff services provided at the request of the Marketers or Direct Customers. Services requested directly by Customers will be billed directly to the Customers unless Marketers request that those charges be billed to them instead. The provisions described below relate only to retail access billing and collection services and charges to be paid by Marketers or Direct Customers. The costs of any payment defaults that occur due to mutually agreed-upon terms between the Company and a Marketer or Direct Customer may not be borne by any other Customers or other Marketers or Direct Customers.

(i) Terms

Marketers or Direct Customer payment for services shall be rendered to the Company by an electronic funds transfer on the 20th calendar day following the invoice date for the full amount stated on the invoice, without deduction, set-off, or counterclaim. The Company and Marketers or Direct Customers are permitted to, by mutual agreement, establish other forms of payment. On the first day following the grace period, late payment charges at the rate of 1.5% per month will be applicable to all overdue billed amounts, including arrears and unpaid late payment charges. If funds are not available as required, the Marketer will be responsible for all associated banking fees. Because a Marketer or Direct Customer or the Company may request expeditious resolution by the Department of Public Service of a complaint or dispute, bills will not be suspended as a consequence of a complaint filed. The Company and Marketer or Direct Customers are permitted to, by mutual agreement, develop customized billing and collection arrangements.

If the Marketer significantly under-delivers energy to supply its Customers' loads, the Company reserves the right to present the Marketer with an interim settlement bill payable to the Company within ten (10) calendar days.

Claims by the Marketer or Direct Customer that invoices are incorrect must be made in writing and setting forth in detail the grounds for the objection to the bill and postmarked no later than three (3) months after the disputed invoice was mailed or provided electronically.

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