

PSC No: 20 - Electricity
Rochester Gas and Electric Corporation
Initial Effective Date: June 1, 2003

Leaf No. 82
Revision: 0
Superseding Revision:

GENERAL INFORMATION

PART II - RULES AND REGULATIONS

7. DISCONTINUANCE OF SERVICE (Cont'd)

B. INVOLUNTARY DISCONTINUANCE OF SERVICE TO THE DISTRIBUTION CUSTOMER OR DIRECT CUSTOMER (Cont'd)

- (b) Where the Distribution Customer or Direct Customer fails to comply with the terms and conditions of the Distribution Provider's tariff or Distribution Operating Agreement;
- (c) Where there is a continued pattern of attempts to transfer Retail Customers without proper customer authorization (slamming);
- (d) Where the NYISO discontinues service to the Distribution Customer under the NYISO Transmission Tariffs;
- (e) Where a court of competent jurisdiction issues an order authorizing discontinuance of the Distribution Customer or Direct Customer;
- (f) Where the New York State PSC has determined that the Distribution Customer is not eligible to sell electricity to Retail Customers in the state, for reasons including:
 - (i) The Distribution Customer's failure to adhere to the policies and procedures described in its disclosure to Retail Customers;
 - (ii) Failure to comply with prescribed consumer protections;
 - (iii) An unacceptably high volume of Retail Customer complaints;
 - (iv) Failure of a Distribution Customer to comply with applicable ISO and Power Exchange requests;
 - (v) Failure to comply with prescribed reporting requirements;
 - (vi) Failure to comply with oversight requirements;
 - (vii) Failure to apprise the New York State PSC of all material changes in the information in the applicant's initial filing;
 - (viii) Failure to comply with the voluntary discontinuance requirements set forth in this tariff; or
 - (ix) Failure to comply with other applicable requirements of the New York State PSC, including those in Opinion No. 97-5; Opinion and Order Establishing Regulatory Policies for the Provision of Retail Energy Services, issued May 19, 1997, in Case 94-E-0952; and, in the Order Clarifying Consumer Protections, issued October 25, 1996, in Cases 93-G-0932, et al.
- (g) Where the Distribution Customer or Direct Customer fails to pay a bill for delivery service or an imbalance charge when due, does not pay the bill within ten (10) calendar days after being notified of the non-receipt of payment, and the available security is or will be insufficient to cover the amount of default.

(Continued on next leaf)

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