

PSC No: 20 - Electricity  
Rochester Gas and Electric Corporation  
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## GENERAL INFORMATION

### PART II - RULES AND REGULATIONS

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

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

###### **(1) Terms**

Distribution Customer or Direct Customer payment for services shall be rendered to the Distribution Provider 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 Distribution Customers 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 Distribution Customer will be responsible for all associated banking fees. Because a Distribution Customer or Direct Customer or the Distribution Provider 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 Distribution Provider and Distribution Customer or Direct Customers are permitted to, by mutual agreement, develop customized billing and collection arrangements.

###### **(2) Billing Questions and Disputes**

Failure of a Distribution Customer or Direct Customer to make an invoice claim within three (3) months after the date of the invoice will constitute a waiver of any such claim. However, the Distribution Provider will allow a Distribution Customer or Direct Customer to show cause after the three (3) month period expires as to why it could not reasonably file a claim prior to the three (3) month deadline. To the extent that any disagreement may arise as to whether or not the delay was reasonable, parties may use the dispute resolution process. (Rule 9.A.)

- (a) Access to billing backup information will be provided to the Distribution Customer and Direct Customers to enable them to perform necessary billing backup calculations.
- (b) All questions concerning invoices shall be directed to a department specified by the Distribution Provider (by department and telephone number) within the Distribution Provider's organization. The Distribution Provider will acknowledge the receipt of the inquiry from the Distribution Customer or Direct Customer in writing or by electronic transmission promptly, but no later than five (5) calendar days from the Distribution Provider's receipt of the inquiry. The Distribution Provider must investigate and respond to the inquiring party, in writing, no later than twenty (20) calendar days from the Distribution Provider's receipt of the inquiry.

(Continued on next leaf)

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