

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

PART II - RULES AND REGULATIONS

2. HOW TO OBTAIN SERVICE (Cont'd)

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

(3) Approval of Installation

Before service is supplied at any location, the Distribution Customer shall furnish to the Distribution Provider, at its own expense, satisfactory evidence as to the safe condition of the wiring and equipment at that location. This evidence shall be an approval from the New York Board of Fire Underwriters, Middle Department Inspection Agency and/or any legally constituted authorities having jurisdiction. If additional wiring or equipment is later installed on such premises, the Distribution Customer shall notify the Distribution Provider, before its connection to the Distribution Provider's service, and secure approval as indicated above.

(4) New Metered or Unmetered Service Points

To initiate service for a new service point for either a New Delivery Retail Customer at a new service point, or a new Service Point added for an existing Retail Customer, the Distribution Customer or a Direct Customer must submit a signed Customer Enrollment Form to the Distribution Provider and comply with the requirements of Rule 6. The Distribution Provider will notify the Distribution Customer or Direct Customer of receipt of the Customer Enrollment Form within five (5) calendar days' of receipt. If a special meter read is necessary to initiate service, the Distribution Provider will perform the meter read without a fee.

- (a) For new residential services where the Retail Customer or a Direct Customer has no outstanding amounts owed the Distribution Provider, or are currently covered by a deferred payment plan with the Distribution Provider, and does not require construction, the Distribution Customer or Direct Customer shall submit a Customer Enrollment Form to the Distribution Provider, a minimum of five (5) business days prior to the date of initial service.
- (b) For all other Service Points requiring construction prior to initial service, the Distribution Customer or Direct Customer shall submit a Customer Enrollment Form to the Distribution Provider, a minimum of ten (10) calendar days prior to the date of initial service.

(5) Existing Service Points Switching Service Providers

To request a transfer of an existing Service Point from the Distribution Provider's retail service under PSC No 14 - Schedule for Electric Service to a Distribution Customer's service or for a Retail Customer switching from one Distribution Customer's service to another, the Distribution Customer must submit a completed Customer Enrollment Form, signed by the Distribution Customer, to the Distribution Provider at least ten (10) calendar days before the next scheduled meter read date or requested special meter reading. A customer supplied read may also be provided. For unmetered service points, the Distribution Customer must contact the Distribution Provider for Service Point identification. The Distribution Provider will notify the Distribution Customer of receipt of the Customer Enrollment Form within five (5) calendar days of receipt.

(Continued on next leaf)

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