

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)

#### C. RETAIL CUSTOMER PROTECTIONS

In accordance with PSC Opinion 97-5 and Order in Case 94-E-0952 [In the Matter of Competitive Opportunities Regarding Electric Service] issued and effective May 19, 1997, the following apply:

##### (1) **Distribution Provider Responsibilities**

The Distribution Provider takes responsibility for being the Retail Customers' provider of last resort. Retail Customers may revert back to full service with the Distribution Provider, and such Retail Customers shall then be served under the Distribution Provider's Retail Electric Tariff. Refer to Rule 7 for further information.

In addition, the Distribution Provider's obligation to serve will continue to consist of connecting all Retail Customers to the electric system, maintaining the transmission and distribution system in the Distribution Provider's control area, and delivering electricity to consumers in the Distribution Provider's control area via the distribution system.

The Distribution Provider will provide a current list of eligible Distribution Customers to Retail Customers upon request.

##### (2) **Distribution Customer Responsibilities**

The Retail Customer protection and PSC oversight responsibilities set forth below do not apply to those Distribution Customers who procure electricity solely for their own use, rather than for retail sale to others.

- (a) The Distribution Customer must provide a prospective Retail Customer a disclosure statement that provides a complete description of a Retail Customer's rights and responsibilities, including, but not limited to, a description of the complaint-handling procedures available to the Retail Customer, the telephone number of the Department of Public Service for the purpose of registering complaints concerning the Distribution Customer, the rights and obligations of Retail Customers regarding payment of bills, the Retail Customer's right to pay differences between estimates and actual meter reads over no less than three (3) months, procedures for terminating the contract to provide electricity supply, and security deposit requirements and procedures;
- (b) The Distribution Customer must provide a minimum of fifteen (15) calendar days' notice to the Retail Customer prior to terminating the contractual relationship for electricity supply;
- (c) The Distribution Customer must adopt procedures for the transfer of a Retail Customer from one Distribution Customer to another, including means of notifying the Distribution Provider of such transfers;

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