

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 (Cont'd)

##### (2) **Distribution Customer Responsibilities (Cont'd)**

- (d) The Distribution Customer must provide protection against the unauthorized switch of a Retail Customer. This should include, at a minimum, criteria for Retail Customer authorization of a change of Distribution Customer, verification procedures for change orders, and a mechanism for Retail Customer to "freeze" their selected Distribution Customer;
  - (e) The Distribution Customer shall establish a procedure for resolving Retail Customers' complaints regarding the provision of electric service by the Distribution Customer. This procedure shall entail minimal cost to the Retail Customer and shall include convenient local access to the Distribution Customer, shall afford the Retail Customer the opportunity to reach the Distribution Customer via a local or toll-free phone call, and shall include a right of appeal of the Distribution Customer's offered resolution to an independent third party;
  - (f) Only the Distribution Provider, subject to applicable regulations, may terminate a Retail Customer's electric service;
  - (g) The Distribution Customer shall file with the PSC a detailed description of the consumer protections they will provide and a copy of the disclosure statement;
  - (h) The Distribution Customer is also required to file with the PSC its proposed bill format with its eligibility application;
  - (i) Distribution Customers will ensure that Retail Customers receive accurate bills and disclose to the Retail Customers the basis for computing the bills;
  - (j) A Distribution Customer may not adjust a Retail Customer's bills upward for services rendered more than twenty-four (24) months before the time of the adjustment, in the absence of culpable conduct by the Retail Customer; and
  - (k) The Distribution Customer will not participate in cramming or adding unauthorized charges to a Retail Customer's bill.
- (3) The Distribution Provider assumes no responsibility for investigation or monitoring of the Distribution Customer's compliance with any rules established by the PSC or for enforcement of any such rules but reserves the right to enforce the provisions of this Tariff by the means set forth herein, and the Distribution Operating Agreement according to its terms.

(Continued on next leaf)

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