

PSC No: 19 - Electricity  
Rochester Gas and Electric Corporation  
Initial Effective Date: June 1, 2003

Leaf No. 88  
Revision: 0  
Superseding Revision:

### GENERAL INFORMATION

#### 5. DISCONTINUANCE OF SERVICE (Cont'd)

##### **A. DISCONTINUANCE OF SERVICE DUE TO DEFAULT (Cont'd)**

- (3) Verification of Delinquent Account Prior to Discontinuance  
The Company will not discontinue service for nonpayment of bills rendered or for failure to post a required deposit unless:
- (a) It has verified that payment has not been received at any office of the Company or at any office of an authorized collection agent through the end of the required notice period; and
  - (b) It has verified on the day discontinuance occurs that payment has not been posted to the customer's account as of the opening of business on that day, or has complied with procedures established for rapid posting of payments.
- (4) Rapid Posting of Payments in Response to Notices of Discontinuance  
The Company shall take reasonable steps to establish procedures to insure that any payments made in response to notices of discontinuance, when the customer brings the fact that such notice has been issued to the attention of the Company or its authorized collection agents, are either:
- (a) Posted to the customer's account on the day payment is received; or
  - (b) Processed in some manner so that discontinuance will not occur.

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