

PSC No: 19 - Electricity  
Rochester Gas and Electric Corporation  
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Superseding Revision:

### GENERAL INFORMATION

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

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

###### (12) Reconnection of Service (Cont'd)

- (c) The Company shall reconnect service, unless prevented by circumstances beyond its control or where a customer requests otherwise, to any disconnected customer not more than 24 hours after the above conditions of this rule have been satisfied. Whenever circumstances beyond the Company's control prevent reconnecting of service within 24 hours, service shall be reconnected within 24 hours after those circumstances cease to exist.
- (d) A reconnection charge shown in the Special Services Statement shall apply when the conditions set forth above have been satisfied and the Customer requests restoration of service during or after normal business hours.
- (e) The Customer, or person who controls access to the meter, shall be responsible for the payment of any charges associated with a court action to gain access to and remove a meter(s) and discontinue service.  
Such charges shall not exceed 150% of the previous calendar year's average cost per incident.

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