

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

Leaf No. 103  
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Superseding Revision:

## GENERAL INFORMATION

### 6. LIABILITY

#### A. CONTINUITY OF SUPPLY

- (1) The Company will endeavor at all times to provide a regular and uninterrupted supply of service (except where the terms and conditions of a particular Service Classification provide otherwise) but in case the supply of service shall be interrupted or irregular or defective or shall fail from causes beyond the Company's control (including without limiting the generality of the foregoing, executive or administrative rules or orders issued from time to time by State or Federal officers, commission, boards or bodies having jurisdiction) or because of the ordinary negligence of the Company, its employees, servants or agents, the Company will not be liable therefore.

An intentional disconnection of an individual customer made in error, and the failure to restore service within 12 hours thereafter, shall be an exception to the foregoing limitation. In such an event the customer shall be entitled to compensation from the Company, but only for the actual loss of perishable commodities caused by the lack of electric service for refrigeration and only if the customer makes claim therefore to the Company within 90 days after such disconnection; however, the liability of the Company shall be limited to \$100.00 in the case of a residential customer and to \$2,000.00 in the case of any other customer. As used in this paragraph the term "customer" includes tenants served indirectly through a customer-of-record.

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