

PSC No: 16 - Gas  
Rochester Gas and Electric Corporation  
Initial Effective Date: February 19, 2004  
Issued in compliance with orders in Cases 98-M-1343, 99-M-0631, and 03-M-0117 dated Dec. 5, 2003

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Revision: 1  
Superseding Revision: 0

## GENERAL INFORMATION

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

#### **N. SUPPLIER-INITIATED SUSPENSION OF SERVICE TO RESIDENTIAL CUSTOMERS RECEIVING A CONSOLIDATED BILL (Cont'd)**

All notices provided by the Supplier to the customer in connection with such suspension/termination shall be pursuant to Article 2 of Public Service Law as the same may be revised, modified, amended, clarified, supplemented, or superseded.

Fee for RG&E to calculate the amount customer would have paid if the entire utility service had been obtained from RG&E:

At the request of the Supplier, RG&E will calculate the amount the customer would have been billed by RG&E for commodity and delivery service if RG&E had been providing both services. RG&E will perform this calculation for the period beginning with the first bill issued prior to the customer making its first incomplete payment, and ending with the most recently issued bill. The rate RG&E will use to calculate the RG&E commodity and delivery service bill will be the RG&E Non-Retail Access Rate in effect at the start of the billing period for the customer's Service Classification. RG&E will also provide the Supplier with the amount of the customer's RG&E delivery bill for the requested billing period. Suppliers may then add their supply bill to the RG&E delivery bill and compare that total to the RG&E calculated Non-Retail Access Rate bill to determine if the Supplier must accept a lesser amount for the purpose of allowing a customer to end suspension of services. The fee for each calculation request, per account, will be \$2.55.

RG&E will implement Supplier-initiated suspensions within the same schedule as RG&E's suspensions, to the extent reasonably possible. If suspension cannot be timely implemented, RG&E will notify the Supplier of the delay and request that the Supplier issue a subsequent suspension notice to the customer, if necessary, and RG&E will take all reasonable actions to effectuate suspension as soon as possible.

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