

PSC No: 16 - Gas
Rochester Gas and Electric Corporation
Initial Effective Date: February 19, 2004
Issued in compliance with orders in Case 98-M-1343 dated Nov. 21, 2003 and Cases 99-M-0631 and 03-M-0117 dated Dec. 19, 2003

Leaf No. 127.3
Revision: 1
Superseding Revision: 0

GENERAL INFORMATION

10. GENERAL RETAIL ACCESS - MULTI-RETAILER MODEL (Cont'd)

3. Confidentiality:

The ESCO must keep confidential any customer information (usage and billing and credit information) obtained from RG&E. This information shall not be disclosed to any party, unless otherwise authorized by the Customer in writing. All other customer information, such as account numbers (and any passwords used, if applicable), telephone numbers and service addresses, shall also be kept confidential and not disclosed to others, unless otherwise authorized in writing by the Customer.

RG&E will not disclose a customer's usage and billing and credit information to an ESCO unless the Customer has notified RG&E, in writing, that such information may be disclosed.

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