

PSC No: 19 - Electricity
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. 160.4
Revision: 1
Superseding Revision: 0

GENERAL INFORMATION

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

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.

7. Changes in Supplier:

(a) Voluntary Switch Back to RG&E Service:

If a Customer voluntarily chooses to switch back to RG&E service for Electric Power Supply, such Customer must notify RG&E at least fifteen (15) calendar days before the Customer's next scheduled meter reading date or a requested Special Meter Reading date.

(b) Involuntary Switch:

An involuntary switch is a process or situation where a Customer's ESCO is changed from one provider e.g., ESCO or utility, to another without the Customer's authorization. An involuntary switch that is not in accord with the "Discontinuance of Service" provision set forth in the UBP Addendum, Section 2.F, is referred to as "slamming." Examples of involuntary switches include, but are not limited to, situations where a customer returns to RG&E service as a result of an ESCO's failure to deliver, the ESCO going out of business, or the termination of the ESCO's participation in RG&E's General Retail Access.

(c) **Special Meter Reading Fees:** A \$20 fee per customer location, per meter, per read attempt, will be charged to the party requesting a Special Meter Reading. A Special Meter Reading is a meter reading performed on a date other than the customer's regularly scheduled meter reading date. Requests for Special Meter Reading dates must be made not less than fifteen (15) calendar days in advance of the requested meter reading date.

(d) Budget Billing Adjustments:

RG&E Budget Billings reflect only delivery charges and may be adjusted at the switch dates or as required to reflect changes in RG&E's service and, if adjusted, shall be reflected in the Customer's next bill.

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