

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. 160.3
Revision: 1
Superseding Revision: 0

GENERAL INFORMATION

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

2. Customer Information - Current

All information to be furnished by RG&E will be provided electronically via EDI to ESCOs/DCs when the data is acceptable to RG&E for the purposes of billing its Customers for service provided by RG&E. Where estimated meter readings are used, the estimated usage must be provided to ESCOs/DCs when the data is acceptable by RG&E to bill its Customers for service provided by RG&E. All subsequent changes or corrections and adjustments to previously supplied data will be made available to the ESCOs/DCs when the data is acceptable to be used for its Customers.

3. Historical & Current Information Available Free of Charge:

For usage & billing information, RG&E will provide up to 24 months of the most recent historic usage and billing information, except as provided for in paragraph 4 below. For credit information, RG&E will provide information on whether the Customer had late payments and/or disconnections due to non-payment during the immediately preceding 24 months or life of the account, whichever is shorter.

4. Charges for Customer Information:

For historical usage and billing information and credit information see UBP Addendum, Section 4.E. Should a Customer and/or its designee request historical usage and billing information for more than 24 consecutive months, RG&E will provide this information (if available) for a fee of \$15 for each additional twelve (12) month period or portion thereof. Should a Customer or its authorized designee request historical interval data, in special customized formats, a fee will apply. Detailed interval data for an account, if available, will be provided at a fee of \$40 per meter, per request, for data up to 24 months. For credit information, a \$15 fee will be charged for credit information beyond the twenty four (24) month period. The fees detailed in this section shall be payable by the requestor. Information not identified in this paragraph shall be supplied, if available, at RG&E's incremental cost. All information will be provided via a non-EDI method. RG&E reserves the right not to be required to provide data in any special customized format.

5. Sending Customer Information:

Usage information will be sent to the requestor via EDI. ESCOs will be required to obtain and retain proper customer authorization for such information. Credit information will be mailed to the Customer's address unless RG&E receives the proper written customer authorization from the ESCO, in which case it will be provided to the ESCO.

6. 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.

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