

PSC No: 19 - Electricity
Rochester Gas and Electric Corporation
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GENERAL INFORMATION

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

15. Provider of Last Resort ("POLR"):

(a) RG&E will be the POLR for those customers: (i) for whom competition is not a viable option, (ii) who choose not to participate in retail access, (iii) who terminate their agreements with an ESCO and fail to designate a substitute ESCO, (iv) who are acting as a DC, or (v) who are impacted by an ESCO's discontinuance of service.

(b) As a POLR, RG&E will:

- i. Accept customers, subject to Commission consumer protection rules, and provide related customer services;
- ii. Obtain and deliver Electric Power Supply for such customers, consistent with the then-current NYISO Tariffs and retail tariffs; and
- iii. Provide for any programs, as approved by the Commission to assist low-income customers.

D. ESCO/DC Participation:

1. Eligibility Criteria:

(a) To be eligible to participate in General Retail Access, an ESCO must: (i) file an application (eligibility filing) with the Commission's Office of Consumer Affairs; (ii) receive and maintain an affirmative determination of eligibility on such application; (iii) abide by the applicable compliance requirements below; (iv) meet creditworthiness and operating standards of RG&E, where applicable; (v) be EDI-compliant; and (vi) execute an Operating Agreement and a Trading Partner Agreement with RG&E. DCs must meet the requirements set forth in (iii), (iv), (v), and (vi) of this paragraph 11.D.1(a).

2. ESCO/DC Requirements:

(a) ESCOs participating in General Retail Access must set forth in their ESCO Application Form between RG&E and the ESCO the means by which the ESCO will satisfy the requirement to obtain reasonable proof of customer eligibility.

(b) An ESCO must provide a prospective Customer with a statement of the ESCO's terms and conditions and the Customer's rights and responsibilities prior to the Customer making a commitment to the ESCO. Such Customer commitment should not be considered final until three (3) Business Days after the Customer's receipt of the ESCO's Disclosure Statement. The statement must inform the prospective Customer of any intent by the ESCO to obtain Customer billing and usage and credit information from RG&E.

(c) ESCOs must comply with the provisions of Opinion No. 97-5, including, but not limited to, the following consumer protection provisions:

- i. Provide prospective customers with a copy of their disclosure statement prior to the Customer making a commitment to the ESCO;
- ii. Provide Customers with a minimum of fifteen (15) calendar days notice prior to terminating any contractual relationship for Electric Power Supply; if this termination does not correspond to a scheduled meter read date, the ESCO must arrange for a special meter reading date as set forth in Rule 11.C.11.(e).

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