

PSC No: 19 - Electricity
Rochester Gas and Electric Corporation
Initial Effective Date: March 1, 2004
Issued under the authority of the PSC in Case Nos. 02-E-0198 and 02-G-0199, issued and effective March 7, 2003

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GENERAL INFORMATION

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

- iii. Adhere to practices sufficient to ensure a smooth transition by a Customer from one ESCO to another;
- iv. Adhere to practices sufficient to protect Customers from an unauthorized switch of ESCO (also known as "slamming") as specified in Rule 11.F of this Schedule; and
- v. Offer Customers, and adhere to, a process for resolving customer complaints that is both affordable and convenient for the Customer.
- (d) ESCOs must comply with reporting requirements as determined by the Commission.
- (e) ESCOs must notify the Commission of any material change in the information submitted to the Commission for eligibility determination.
- (f) ESCOs must adhere to the policies and procedures contained in their filed disclosure statements.
- (g) The ESCO/DC must be a qualified load serving entity as determined by the NYISO.
- (h) ESCOs and DCs must have signed and delivered to RG&E an Operating Agreement.
- (i) ESCOs must have authority to act as the customer's agent and attorney-in-fact for the purpose of scheduling, balancing and settlement.
- (j) Scheduling of Deliveries:

The ESCO is responsible for meeting the scheduling requirements of the NYISO as specified in the NYISO Transmission Tariffs and any applicable NYISO operating manuals. The ESCO shall provide a copy of all schedules required by the NYISO to the Company in accordance with the Company's Electric Supplier Manual.

It is the responsibility of the ESCO to schedule enough energy to account for the losses and UFE on the Company's distribution system. All retail load will be categorized by the Company as primary or secondary load. Primary load applies to Customers taking service above 600 volts. Secondary load applies to Customers taking service at 600 volts or less. The Company will notify the ESCO of the category applicable to each Customer's load. The loss factors are:

Primary Load:	4.68%
Secondary Load:	6.48%

- (k) ESCOs must provide Home Energy Fair Practices Act (HEFPA) protections to residential customers, in compliance with the Commission's Order Relating to Implementation of Chapter 686 of the Laws of 2003 and Pro-Ration of Consolidated Bills, Case Nos. 99-M-0631 and 03-M-0017, issued June 20, 2003, together with the rules and regulations implementing the same, as may be revised, modified, amended, clarified, supplemented or superseded. Further information is available at the New York Public Service Commission's website (<http://www.dps.state.ny.us/hefpa.htm>).

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