

PSC No: 16 - Gas

Leaf No. 127.21

Rochester Gas and Electric Corporation

Revision: 0

Initial Effective Date: March 1, 2004

Superseding Revision:

Issued under the authority of the PSC in Case Nos. 02-E-0198 and 02-G-0199, issued and effective March 7, 2003

GENERAL INFORMATION**10. GENERAL RETAIL ACCESS - MULTI-RETAILER MODEL (Cont'd)****2) Restoration**

When the Company determines that service can be restored to Customers, it will implement restoration procedures and will notify the public of restoration status. Restoration information and efforts will be as described in Rule 10.D.9(g)(1)(x). Compensation will be charged or credited through the settlement process mechanism described in Rule 10.D.9(g)(3). The Company will determine the amounts of gas that was diverted, from which ESCO's load it was diverted, and to which ESCO's load it was diverted. Such determination shall be considered final and binding on all parties. The Company will charge and/or credit each ESCO as appropriate, at the replacement cost of gas, which shall be deemed for these purposes to be the average of the Niagara midpoint index price plus variable transportation charges to the Mendon citygate and the Dominion Transmission Incorporated Appalachia South Point midpoint index price plus variable transportation charges to the Caledonia citygate. The normal settlement methodology will not be used in cases where an ESCO's load was reduced at the request of, or due to the action of, the Company.

3) Penalties

Any ESCO which fails to implement its curtailment procedure, comply with the Company's curtailment instructions, or whose Customers fail to comply, may be charged a penalty of \$2.50 per therm of unauthorized use.

(h) Discontinuance or Curtailment of Gas Service Due to a Long Term Supply Deficiency:

Each ESCO shall provide a curtailment plan to the Company as a condition of qualification, as specified in Rule 10.C.2(d), and update or confirm that plan annually thereafter. The curtailment plan will identify what actions the Company should take in the event that the Balance Control Owner for the ESCO's Customer service points is consistently unable to supply the needs of all of those service points, and the Company expects to be unable to routinely compensate for this sustained underdelivery through the balancing process. The curtailment plan must specify the order in which categories of service point loads will be reduced, and ensure that the Company has the right to physically disconnect or terminate service to service points which do not reduce or eliminate load in accordance with that plan.

Although curtailment priorities should be decided among the parties involved (i.e., the ESCO, its Customers, and the Balance Control Owner), all Special Needs and Residential Customers retain the right to return to the Company as the Supplier of Last Resort.

If a curtailment plan is implemented, and the ESCO's Customers take volumes in excess of nominated and delivered amounts, the Balance Control Owner will be charged both the balancing charge for underdeliveries under normal or OFO conditions, as applicable, and a \$2.50 per therm penalty for such excess volumes.

(i) Emergency Services:**(1) Customer Emergency Calls**

In response to an Emergency Service Call, the ESCO shall communicate to Customers that they should utilize the Company's emergency phone number to contact the Company to report any emergency situations involving the gas distribution system. In the event the ESCO receives an Emergency Service Call, the ESCO shall transfer the Emergency Service Call automatically, 24 hours a day, to the Company's emergency phone number. Non-emergency calls must not be transferred.

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