

PSC No: 19 - Electricity  
Rochester Gas and Electric Corporation  
Initial Effective Date: April 4, 2017  
Issued in compliance with Order in Case 14-M-0565, dated February 17, 2017.

Leaf No. 86.24  
Revision: 1  
Superseding Revision: 0

## GENERAL INFORMATION

### **4. METERING AND BILLING**

#### **U. Low Income Program**

The Low Income Program provides eligible customers with a fixed discount on their bill.

##### **1. Enrollment**

Customers whom the Company receives a regular HEAP benefit (“add-on”) on their behalf, shall be automatically enrolled in the Low Income Program.

- a. A customer that provides documentation of receiving a HEAP benefit for an alternate heat source (i.e., wood, propane) shall be eligible for the Low Income program and receive Tier 1 benefits.
- b. A customer identified by the State Office of Temporary and Disability Assistance as receiving a HEAP benefit paid to an alternate provider, shall be automatically enrolled in the Low Income Program and receive Tier 1 benefits.
- c. Prior to each HEAP season, a customer that has not received a HEAP benefit on their behalf in the preceding 12 months, shall be removed from the Low Income Program.

##### **2. Discounts**

The Low Income Program provides a tiered bill discount for low income customers based on the customer receiving none, one or both of the HEAP add-ons.

Tier 1 is for no add-ons; Tier 2 is for one add-on and Tier 3 is for two add-ons.

##### **3. Billing**

A customer enrolled in the Low Income Program shall be billed in accordance with Rule 4.C.(1) Budget Billing of this Schedule.

- a. A customers shall have the option to opt-out of Budget Billing.
- b. If a customer falls into arrears, they shall be removed from Budget Billing in accordance with Rule 4.C.(1)(b) of this Schedule. Once the customer resolves the arrears, they can be re-enrolled in Budget billing.

##### **4. Reconnect Charges**

The Company shall waive reconnect charges for customers that qualify for the Low Income Program.

ISSUED BY: Joseph J. Syta, Vice President, Controller and Treasurer, Rochester, New York