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

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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 as receiving a HEAP benefit paid to an alternate provider, shall be enrolled in the Low Income Program and receive Tier 1 benefits.
- c. Prior to each HEAP season, a customer that does not receive a HEAP benefit on their behalf, 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.

5. Costs

The low income deferral will be collected through the Revenue Decoupling Mechanism ("RDM") Adjustment, as set forth in Rule 4.K.3.

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