

PSC No: 16 - Gas
Rochester Gas and Electric Corporation
Initial Effective Date: November 1, 2018
Issued in compliance with Order in Case 14-M-0565, dated February 17, 2017.

Leaf No. 84.3
Revision: 4
Superseding Revision: 3

GENERAL INFORMATION
4. METERING AND BILLING (Cont'd)

O. Unusual Conditions and Increased Loads:

- A. Where the Company cannot be assured that the business to be served shall be permanent, or where unusual expenditures are necessary to supply service because of the location, size, or character of the customer's installation, extensions shall be constructed only when customers' contributions toward the cost of the extension or other satisfactory arrangement is sufficient to compensate the Company for the investment and expense involved.
- B. Customer should give the Company reasonable advance notice, preferably in writing, of any proposed increase in service required, setting forth in such notice the amount, character, and the expected duration of time the increased service shall be required. If such increase in load necessitates added or enlarged facilities (other than metering equipment) for the sole use of any non-residential space heating or industrial customer, the Company may require customer to make a reasonable contribution to the cost of adding or enlarging the facilities whenever customer fails to give assurance, satisfactory to the Company, that the taking of the increased service shall be of sufficient duration to render the supply thereof reasonably compensatory to the Company. The customer or the Company may apply to the PSC for a ruling as to the necessity for and reasonableness of the contribution required.

P. 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.

Tier	Gas Heat	Gas Non Heat
1	\$ 3.00	\$ 3.00
2	\$ 3.00	\$ 3.00
3	\$ 20.00	\$ 3.00
4	\$ 3.00	\$ 3.00

3. Billing

A customer enrolled in the Low Income Program shall be billed in accordance with Rule 4.D.(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.D.(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.