

PSC No: 19 - Electricity  
Rochester Gas and Electric Corporation  
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Issued in Compliance with Order in Case 14-E-0423 dated December 15, 2014

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## GENERAL INFORMATION

### 4. METERING AND BILLING (Cont'd)

#### **Q. Consumer Policies Related to Prolonged Outages**

The following policies regarding Prolonged Outages were established by Order of the Commission November 18, 2013, in Case 13-M-0061. A "Prolonged Outage" is defined hereunder as an outage resulting from an emergency in which electricity Customers are out of service for a continuous period exceeding three days and in which the 16 NYCRR Part 105 regulations governing utility outage preparation and system restoration performance reviews apply.

1. Credits to be applied to Customer Accounts under this Schedule in Service Classification Nos. 1, 2, 3, 4, 7, 8, 9, 10, 11 and 14.
  - a. When there is a Prolonged Outage, the Company shall automatically apply a credit to the account of any Customer that the Company knows or reasonably believes was out of service for a period exceeding three days, and upon request, to the account of any Customer that contacts the Company and credibly claims to have experienced an outage of such duration.
  - b. The credit shall be equal to the Customer Charge for the Customer's Service Classification multiplied by the ratio of the number of days of the service outage (based on the average duration of the service outage in the geographic area(s), as appropriate) to 30 days. For Service Classification Nos. 10 and 11, the credit shall be based on the customer's otherwise applicable service classification.
  - c. The above credit shall be applied to the Customer's account no later than 75 days after service is restored.
  - d. Any such credit shall be excluded from the Companies Delivery Service Revenue Target as provided for in Rule K.
2. Collection-related Activities
  - a. All collection-related activities including terminations of service for non-payment and assessment of late payment charges, with the exception of issuance of service termination notices and assessment of security deposits, shall be suspended for Customers whom the Company knows or reasonably believes experienced a Prolonged Outage. The suspension shall last for a minimum of seven calendar days from the beginning of a Prolonged Outage.
  - b. If there is a Prolonged Outage in which additional protections are required, as determined by Order of the Commission, the suspension shall apply for a minimum of 14 days, for residential Customers located in the designated area. The 14-day suspension shall also apply to any residential or non-residential Customer who notifies the Company and provides evidence that their financial circumstances have changed as a result of the outage.

#### **R. Distribution Load Relief Program**

1. Applicability

All customers taking service under Service Classification Nos. 1, 2, 3, 4, 5, 7, 8, 9, 10, 11 and 14, whether receiving electricity supply from the Company or an ESCO, including any NYPA Customer; and to any Aggregator that meets the requirements of this Program.