

PSC No: 16 - Gas  
Rochester Gas and Electric Corporation  
Initial Effective Date: July 1, 2016  
Issued in compliance with Order in Case 15-G-0286, dated June 15, 2016

Leaf No. 27  
Revision: 3  
Superseding Revision: 1

**GENERAL INFORMATION**  
**2. HOW TO OBTAIN SERVICE (Cont'd)**

**C. APPROVAL OF INSTALLATION**

Before service is supplied at any location, the customer must provide the Company with satisfactory proof that the piping and associated equipment which has been installed has been inspected and approved by any legally constituted authorities having jurisdiction, and in accordance with the rules of the Company. If additional piping or equipment is installed on such premises, the customer shall secure approval as indicated above and present the Company with satisfactory proof of such approval. The Company, at its discretion, shall have the right to perform reasonable inspections of all piping and associated equipment located on a premises to which gas service is to be or is being supplied.

A customer shall not be permitted to interconnect any source of natural gas to its fuel lines which are interconnected with, and supplied by, the Company's distribution system unless customer complies with the provisions of Rule 3.F.

**D. ACCESS TO PREMISES**

- (1) Any employee or agent of the Company who exhibits a photo-identification badge and written authority as provided in Section 65(9) of the Public Service Law has the authority, to enter at all reasonable times the Customer's premises supplied with gas for the purpose of:

- (a) reading a meter to ascertain the quantity of gas supplied; and
- (b) inspecting and examining the meters, pipes, fittings and works for supplying or regulating the supply of gas. Inspecting and examining the meters, pipes, fittings and works for supplying gas to residential customers is limited to a non-holiday workday between 8 a.m. and 6 p.m., or at such other reasonable times as requested by a customer except
  - (i) inspection and examination of any such equipment where an emergency may threaten the health and safety of a person, the surrounding area, or the Company's distribution system; or
  - (ii) inspection and examination of any such equipment may be conducted between the hours of 8 a.m. and 9 p.m. on any day when there is evidence of meter tampering or theft of services.

A properly identified employee authorized to inspect and examine apparatus, may not enter a locked premises without the permission of the person lawfully in control on the premises, nor use any manner of force to carry out inspection and examination, except when an emergency may threaten the health or safety of a person, the surrounding area, or the Company's distribution system, or where authorized by a court order.

- (2) Duty to Inspect:

The Company shall conduct a field inspection of non-residential apparatus as soon as reasonably possible and within 60-calendar days, except where prevented by circumstances beyond the Company's control when there is:

- (a) A request contained in a service application; or
- (b) A reasonable customer request; or
- (c) The issuance of a field inspection order in accordance with a Company bill review procedure; or
- (d) Notification from any reasonable source that service may not be correctly metered; or
- (e) A directive by Commission or its authorized designee.

- (3) Penalty:

A non-residential customer or any other person, at any time, who directly or indirectly prevents or hinders a duly authorized officer or agent of this Company from entering the premises or from making an inspection or examination at any reasonable time, may be billed a \$100.00 penalty charge for each such offense as provided in Section 65(9)(b) of the Public Service Law.

- (4) Other Rights:

Nothing contained in this section shall be construed to impair the Company's rights as to any other person who prevents access to the Company – or customer-owned meters and/or equipment.

ISSUED BY: James A. Lahtinen, Vice President Rates and Regulatory Economics, Rochester, New York