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PSC No: 19 - Electricity
Rochester Gas and Electric Corporation
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GENERAL INFORMATION

2. HOW TO OBTAIN SERVICE (Cont'd)

C. APPROVAL OF INSTALLATION

Before service is supplied at any location, a Certificate of approval from a competent inspection body, and/or any legally constituted authorities having jurisdiction, must be furnished by each applicant. The customer's electric equipment must be maintained according to the rules of the National Electric Code and the rules and regulations of the Company. If additional wiring or equipment is installed on such premises, the customer shall notify the Company, before its connection to the Company's service, and secure approval as indicated above.

As a guide for the applicant or the electrical contractor regarding an installation, the Company has prepared "Requirements for the Installation of Electric Services and Meters", copies of which are on file at the local offices. As issued and as modified from time to time, these specifications shall be enforced.

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 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.

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