

PSC No: 19 - Electricity
Rochester Gas and Electric Corporation
Initial Effective Date: February 13, 2015
Issued in compliance with Order in Case 12-M-0476 dated December 15, 2014

Leaf No. 160.4
Revision: 4
Superseding Revision: 3

GENERAL INFORMATION

11. GENERAL RETAIL ACCESS (Cont'd)

7. Changes in Supplier:

(a) Voluntary Switch Back to the Company Service:

If a Customer voluntarily chooses to switch back to the Company service for Electric Power Supply, such Customer must notify the Company at least five business days before the Customer's next scheduled meter reading date, interim estimated meter reading date, or a requested Special Meter Reading date.

(b) Involuntary Switch:

An involuntary switch is a process or situation where a Customer's ESCO is changed from one provider e.g., ESCO or utility, to another without the Customer's authorization. An involuntary switch that is not in accord with the "Discontinuance of Service" provision set forth in the UBP Addendum, Section 2.F, is referred to as "slamming." Examples of involuntary switches include, but are not limited to, situations where a customer returns to the Company service as a result of an ESCO's failure to deliver, the ESCO going out of business, or the termination of the ESCO's participation in the Company's General Retail Access Program.

(c) Special Meter Reading Fees:

A \$20 fee per customer location, per meter, per read attempt, will be charged to the party requesting a Special Meter Reading. A Special Meter Reading is a meter reading performed on a date other than the customer's regularly scheduled meter reading date. Requests for Special Meter Reading dates must be made not less than five business days in advance of the requested meter reading date.

(d) Budget Billing Adjustments:

The Company Budget Billings, as set forth in Rule 4.C.1 may be adjusted at the switch dates or as required to reflect changes in the Company's service and, if adjusted, shall be reflected in the Customer's next bill.

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