

PSC No: 19 - Electricity
Rochester Gas and Electric Corporation
Initial Effective Date: May 1, 2017

Leaf No. 160.3
Revision: 4
Superseding Revision: 3

GENERAL INFORMATION

11. GENERAL RETAIL ACCESS (Cont'd)

C. Customer Participation (Cont'd)

2. Customer Information - Current

All information to be furnished by the Company shall be provided electronically via EDI to ESCOs/DCs when the data is acceptable to the Company for the purposes of billing its Customers for service provided by the Company. Where estimated meter readings are used, the estimated usage must be provided to ESCOs/DCs when the data is acceptable by the Company to bill its Customers for service provided by the Company. All subsequent changes or corrections and adjustments to previously supplied data shall be made available to the ESCOs/DCs when the data is acceptable to be used for its Customers.

3. Historical & Current Information Available Free of Charge:

For usage and billing information, the Company shall provide up to 24 months of the most recent historic usage and billing information, except as provided for in paragraph 4 below. For credit information, the Company shall provide information on whether the Customer had late payments and/or disconnections due to non-payment during the immediately preceding 24 months or life of the account, whichever is shorter.

4. Charges for Customer Information:

For historical usage and billing information and credit information, see UBP Addendum, Section 4.E.. Should a Customer and/or its designee request historical usage and billing information for more than 24 consecutive months, the Company shall provide this information (if available) for a fee of \$15 for each additional twelve (12) month period or portion thereof. Should a Customer or its authorized designee request historical interval data, in special customized formats, a fee shall apply. Detailed interval data for an account, if available, shall be provided at a fee of \$40 per meter, per request, for data up to 24 months. For credit information, a \$15 fee shall be charged for credit information beyond the 24 month period. The fees detailed in this section shall be payable by the requestor. Information not identified in this paragraph shall be supplied, if available, at the Company's incremental cost. All information shall be provided via a non-EDI method. The Company reserves the right not to be required to provide data in any special customized format.

5. Sending Customer Information:

Usage and billing information shall be sent to the requestor via EDI. ESCOs shall be required to obtain and retain proper customer authorization for such information. Credit information shall be mailed to the Customer's address unless the Company receives the proper written customer authorization from the ESCO, in which case it shall be provided to the ESCO.

6. Confidentiality:

The ESCO must keep confidential any customer information (usage and billing and credit information) obtained from the Company. This information shall not be disclosed to any party, unless otherwise authorized by the Customer in writing. All other customer information, such as account numbers (and any passwords used, if applicable), telephone numbers and service addresses, shall also be kept confidential and not disclosed to others, unless otherwise authorized in writing by the Customer.

The Company shall not disclose a customer's usage and billing and credit information to an ESCO unless the Customer has notified the Company, in writing, that such information may be disclosed.

ISSUED BY: Joseph J. Syta, Vice President, Controller and Treasurer, Rochester, New York

Cancelled by 5 Rev. Leaf No. 160.3 Effective 01/17/2022