

PSC No: 16 - Gas
Rochester Gas and Electric Corporation
Initial Effective Date: April 1, 2014

Leaf No. 127.21
Revision: 2
Superseding Revision: 1

GENERAL INFORMATION

10. GENERAL RETAIL ACCESS - MULTI-RETAILER MODEL (Cont'd)

D. ESCO/DC Participation (Cont'd)

5. Operational Issues (Cont'd)

(g) Discontinuance or Curtailment of Gas Service (Cont'd)

(8) Restoration

When the Company determines that service can be restored to customers, it will implement restoration procedures and will notify the public of restoration status. Compensation will be charged or credited through the settlement process mechanism described in Rule 10. G.4.A.(2) and Rule 10.D.5.(g).(6). Such determination shall be considered final and binding on all parties. -The normal settlement methodology will not be used in cases where an ESCO's load was reduced at the request of, or due to the action of, the Company.

(h) Emergency Services:

(1) Customer Emergency Calls

In response to an Emergency Service Call, the ESCO shall communicate to Customers that they should utilize the Company's emergency phone number to contact the Company to report any emergency situations involving the gas distribution system. In the event the ESCO receives an Emergency Service Call, the ESCO shall transfer the Emergency Service Call automatically, 24 hours a day, to the Company's emergency phone number. Non-emergency calls must not be transferred.

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