

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

Leaf No. 127.22
Revision: 3
Superseding Revision: 2

GENERAL INFORMATION

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

D. ESCO/DC Participation (Cont'd)

- 5. Operational Issues (Cont'd)
- (h) Emergency Services (Cont'd)

- (1) Customer Emergency Calls (Cont'd)

The Company will assess and correct a service problem involving the Company's facilities. If the problem does not involve the Company's facilities, the Company will take all actions necessary to protect life and property. If a customer requests further repairs, the costs and expenses of such further repairs will be the responsibility of the customer. If an ESCO requests further repairs, the costs and expenses of such further repairs will be the responsibility of the ESCO.

- (2) Restoration Efforts

The Company will conduct restoration efforts in a non-discriminatory manner without regard to the ESCO affiliation of the affected Customer.

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