

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

Leaf No. 84  
Revision: 2  
Superseding Revision: 1

## GENERAL INFORMATION

### **4. METERING AND BILLING** (Cont'd)

#### **L. NOTICE TO COMPANY OF ESCAPE OF GAS**

Customers are required to give immediate notice to the Company of any escape of gas, as no deduction will be made from the registration of the meter. In case of a leak, the meter cock must be immediately closed and no flame taken near the escape until after full and free ventilation.

#### **M. SERVICE GUARANTEE**

The Company guarantees to keep service appointments made at the customer's request. If the Company does not keep an appointment within the timeframe agreed upon, a credit will be applied to the customer's next bill. The credit will be \$20.00.

Service guarantees do not apply to appointments made for the same day the customer requests service or if events beyond the Company's control, such as severe weather, prevent the Company from performing as planned.

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