

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

Leaf No. 13.1
Revision: 0
Superseding Revision:

GENERAL INFORMATION

2. HOW TO OBTAIN SERVICE (Cont'd)

A. APPLICATION FOR SERVICE (Cont'd)

(2) Nonresidential:

- (b) Former Indebtedness Paid -Non-Residential (Cont'd)
 - (i) Service provided and billed in the applicant's name or for which the applicant is legally responsible;
 - (ii) other tariff fees, charges, or penalties;
 - (iii) reasonably chargeable material and installation costs relating to temporary or permanent line extensions or service laterals as required by the Company's tariff, provided these costs are itemized and given to the applicant in writing;
 - (iv) special services billable under the Company's tariff, provided these costs are itemized and given to the applicant in writing; and
 - (v) a security deposit, if requested by the Company, as long as such deposit is in accordance with section 2.B of this tariff.

(c) Obligation to Serve - Non-Residential

The Company shall either provide or deny service to any applicant as soon as reasonably possible, but no later than ten calendar days after receipt of a completed application for service except:

- (i) where prevented by labor strikes, or other work stoppages;
- (ii) where precluded by consideration of public safety;
- (iii) where precluded by physical impediments including:
 - adverse weather conditions;
 - inability to gain access to premises in the possession of the applicant or others;
 - incomplete construction of necessary facilities by the applicant or inspection and certification thereof by the appropriate authorities; or
 - incomplete construction of necessary facilities by the utility;

The Company shall make reasonable efforts to eliminate conditions preventing extensions of service and will pursue completion of any facilities it must construct with due diligence.

The Company shall provide service to any accepted applicant whose application for service was previously denied solely for failure to make full payment as provided in Rule 2.A.2.(b) of this schedule, as soon as reasonably possible, but no later than three business days, or such later time as may be specified by the applicant, after payment is made, or ten calendar days after receipt of the original application, whichever is later, except as provided above.

(d) Denial of Service – Non-Residential

The Company shall not deny an application for service except in a written notice either delivered personally to the applicant or sent to the applicant's current business address or any alternative mailing address provided in the application. The written notice of denial shall state the reason(s) for denial and shall specify what the applicant must do to qualify for service. The applicant will be advised of the right to an investigation and review of the denial by the Public Service Commission or its authorized designee if the applicant considers the denial to be without justification, and will identify the appropriate address and telephone number of the Commission.

The Company shall advise any applicant who submits an incomplete application, in writing and within three business days after receipt of the application, of the information and/or documents that must be submitted in order for the application to be considered complete. Such notice shall not itself be considered a denial of the application.

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