

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

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Superseding Revision: 1

GENERAL INFORMATION

2. HOW TO OBTAIN SERVICE (Cont'd)

F. LIMITATIONS OF SERVICE OFFER – Residential and Non-Residential (Cont'd)

- (9) Notwithstanding all of the foregoing provisions of this Rule 2.F, the Company may, at any time, refuse to accept additional applications for new or additional gas service if, in its sole discretion, the Company believes that its supply and load circumstances are such that it cannot provide additional service without jeopardizing its already attached customers, provided, however, that the Company shall promptly advise the Public Service Commission of any such refusal, and the Public Service Commission shall have the right to require that the Company resume acceptance of some or all applications for service.

No applicant may rely on obtaining new or additional gas service unless and until the Customer's application is accepted by the Company. The applicant's priority eligibility for service shall be based upon the date the Company receives the Customer's application for gas service. Unless otherwise specified in the Company's acceptance of an application, such acceptance shall only be binding upon the Company if the applicant is actually ready to take the new or additional gas service within 180 days after the date of such acceptance.

G. KIND OF SERVICE

While the Company will at all times endeavor to furnish service under any of its standard classes of distribution best suited to the customer's requirements, nothing in this Schedule shall be interpreted as requiring the Company to render service other than that established as standard for the district in which customer's premises are located or to tap its distribution or transmission system except as found feasible by its engineers.

H. CUSTOMER INFORMATION REQUIREMENT

(1) Meter Read and Billed History Data

Data will be provided to customers and Marketers as described below.

A Customer may request meter read and billed history data which will be provided to the Customer only at the written or verbal request of the Customer offering reasonable proof that the requesting party is the Customer of record or premise owner. Premise owners providing reasonable proof of identification, who are not the current Customers of record, may obtain history only of premises that they own.

The Company will disclose a customer's meter read or billed history data to a Customer's designee only upon receipt of a signed document from the designee and with the written consent of the customer. All historical customer information obtained by the designee from the Company must be kept confidential and cannot be disclosed to others unless otherwise authorized by the customer. This information shall include account numbers, passwords, telephone numbers and service addresses.

(Continued on next leaf)

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