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PSC No: 19 - Electricity
Rochester Gas and Electric Corporation
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GENERAL INFORMATION

12. SUPPLY SERVICE OPTIONS (Cont'd)

F. Default Process

1. Default Process:

If a customer applying for service has not elected a Supply Service option, the Company shall bill the customer under the Company Supply Service option or Hourly Pricing, as appropriate.

G. Changing Supply Service Options

1. Switching Rules:

- a. A customer can switch to and from retail access at any time subject to the requirements set forth in the General Information Section 11 General Retail Access – Multi Retailer Model and the Uniform Business Practices, and as detailed below:

- 1) ESCO Supply Service (ESS)
A customer taking service under the ESS option may switch to the Company Supply Service (RSS).
- 2) RG&E Supply Service (RSS)
A customer taking service under the RSS may switch to the ESCO Supply Service (ESS) unless otherwise ineligible as described in Rule 12.D.
- 3) Hourly Pricing
A customer mandatorily participating in Hourly Pricing, who is taking service under the ESS option, may only switch to Hourly Pricing with the Company under the RSS option

A customer mandatorily participating in Hourly Pricing, who is taking service under the RSS option, may switch to the ESS option.

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