

## RG&E ESCO Electric & Gas Suspension Request Process \*\*ESCO shall complete all HEFPA requirements \*including DPA offers, check for medical hardship, and 72 hours notice before sending request for suspension.\*\* Notify RG&E to suspend via an EDI transaction, or other agreed to manner, on ESCO Appendix 2, Page 2 of 5 standard PSC approved form. (See Attachment A for suggested form.) Data August 19, 2003 requirement: ESCO Name, Cust. Name, NYSEG Account #, Request date, Minimum RG&E ESCO g & e Suspend ReqTariff.vsd Amount to avoid Suspension, Min. Amount to resume service, Work by date. Date of Commodity Termination, and additional information required by RG&E or the PSC. -Issue Work Order for Disconnect.-Verify account eligible Is Service Document on -Enter all request for ESCO SONP: Is account already SONP information into -Check for Special account to eligible? by RG&E? communicate to tracking database Conditions customer rep.'s No Yes -Enter Cancel Date and Reason into -Add ESCO collection amount to CIS for Tracking Database reconnect process -Communicate to ESCO that request -Communicate to ESCO that already cannot be processed via EDI transaction, SONP, but will include amount to resume or other agreed to manner. service in reconnect process. -Go to Reconnect Process -Issue Work Order to Disconnect at pole or Does field rep Contact ESCO Does ESCO Is payment made riser by Field Collector ls access Field rep goes to to cut electric receive payme want to cut to satisfy or line crew. gained? site to complete to satisfy service at pole service at pole RG&E suspension notice -Document on account SONP. suspension or riser. or riser? before Work to communicate to Order in field? customer reps. Yes -Ensure workforce -Call Dispatch to update available for potential reconnect in 24 hours. -Update Tracking Database Yes No -Document payment amount in field -Complete Work Order -Communicate to ESCO system and call dispatch to update to disconnect at meter.

-Go to Reconnect

-Bill ESCO fee

Go to ESCO

monthly

billing

process

for SONP

request

**Process** 

-Process payment in CIS via business

-Communicate to ESCO request result.

-Update Tracking Database

office CSR.

-Cancel work order

-Update CIS

-Update Tracking Database

NOTE: Payments made via normal payment

accounts are not disconnected in error.

processing will be manually monitored to ensure

-Communicate to ESCO request result.

request result.

-Update Tracking

request result.

request result.

-Update CIS

-Update CIS

-Communicate to ESCO

-Call Dispatch to update CIS

-Update Tracking Database

-Communicate to ESCO

Database

Is payment made

to satisfy

suspension notice

before Work

Order worked?

No

Complete Work

disconnect at pole

Order to

or riser.

∢Yes

-Update CIS

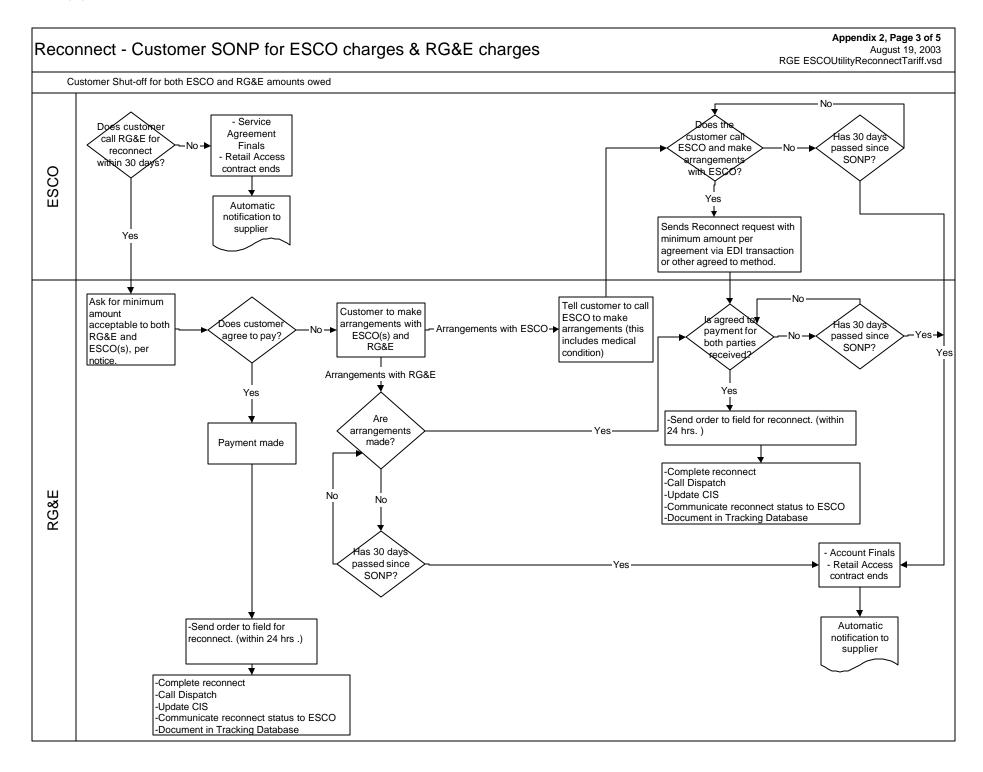
-Bill ESCO fee for

-Bill ESCO fee for ◀

SONP request

SONP at pole\

riser



## Appendix 2, Page 4 of 5 Reconnect - Customer SONP for ESCO charges only August 19, 2003 RGE ESCOReconnectTariff RG&E charges are current when the account is shut off for non-payment Does the Does customer customer make Is payment call ESCO for arrangements made? reconnect? with ESCO? ESCO Sends Reconnect request via EDI transaction or No other agreed to method. End of process No -Send order to field for reconnect. (within 24 hrs.) Tell customer to call -Complete reconnect ESCO to make Does customer -Call Dispatch call RG&E for arrangements (this -Update CIS includes medical reconnect? -Communicate reconnect status to ESCO condition) -Document in Tracking Database No RG&E End of process

Instructions:

## TERMINATION REQUEST FORM ESCO Request for Residential Electric or Gas Termination due to Non-Payment

Appendix 2, page 5 of 5

By submitting this form, ESCO requests RG&E to suspend service to the customers listed below. ESCO represents that the ESCO has complied with all HEFPA requirements in the termination of commodity service for each of such customers, and acknowledges that RG&E will rely on this representation. ESCO agrees to immediately notify RG&E or any changes that would cancel suspension request, e.g. receipt of full payment or a DPA is signed. ESCO agrees to pay all costs associated with suspension, as prescribed in RG&E's tariff. ESCO confirms that it is able to resume service to the customer and confirms that it has not assigned its right to obtain payment of the arrears to an entity that is not a utility. ESCO agrees to indemnify RG&E from and against any and all claims, demands, damages, costs and expenses, including reasonable attorneys fees arising out of, or related to, or in connection with the suspension of distribution service. ESCO understands that RG&E may refuse to initiate suspension where RG&E believes suspension is improper.

Fill in all re	equested inform	ation in the	columns bel	ow. E-mail to	Do not se	end repeat a	ccounts / nan
	Supplier:		]	Date			
	Supplier ID:		]	Contact:			
				Contact Phone:			
Customer of Record & Premise address to Suspend	RG&E Account Number	Commodity (G or E)	Meter # (s) to be Suspended	Minimum Amount to avoid Service Suspension	Minimum Amount to Resume Service	Last Date Workable	Contract Termination Date
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