

PSC No: 19 - Electricity  
Rochester Gas and Electric Corporation  
Initial Effective Date: January 1, 2012

Leaf No. 86.3  
Revision: 1  
Superseding Revision: 0

## GENERAL INFORMATION

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

#### **O. New York State Energy Research and Development Authority ("NYSERDA") Loan Installment Program (Cont'd)**

##### 2. Billing and Collections (Cont'd)

NYSERDA Loan installment amounts will not be subject to the Increase in Prices and Charges Applicable Where Service is Supplied pursuant to General Information Section 6 of P.S.C No. 120.

A customer remitting less than the total amount due on a utility bill that includes a loan installment amount shall have such partial payment first applied as payment for billed electric and/or natural gas charges. If there are monies remaining after application to the Company's electric and/or natural gas charges, any remaining amount will be applied to outstanding NYSERDA loan installment amounts.

A customer remitting more than the total amount due on a utility bill that includes a NYSERDA loan installment amount shall have the overpayment applied first to subsequently billed electric and/or natural gas charges and then to NYSERDA Loan Installment amounts as they are billed. The utility will not apply customer overpayments as a prepayment of NYSERDA loan installment amounts or as full repayment of the NYSERDA loan. Customers wishing to make loan prepayments or satisfy the balance of the loan amount outstanding must arrange directly with NYSERDA for such payments. The Company will not provide interest on overpayments of NYSERDA loan installment amounts.

##### 3. Term

NYSERDA will advise the Company of the number of the NYSERDA loan installment amounts to be paid. The NYSERDA loan obligation shall survive changes in ownership, tenancy and meter account responsibility at the premises where the energy efficiency measures were installed unless fully satisfied. In the event the NYSERDA Loan Installment obligation is not satisfied when a customer's account is closed and NYSERDA notifies the Company to bill loan installment amounts to a subsequent customer, such subsequent customer will be subject to all terms and conditions of this Section.

When an account with a NYSERDA loan is closed, loan installment amounts that were billed but unpaid will be transferred to the Customer's new account established with the Company, or another existing account, provided, however, that if the customer does not establish a new account with the Company forty-five (45) days after the account is closed, the Company will cease its collection activity for the NYSERDA loan installment arrears and advise NYSERDA so it can pursue collection of the outstanding balance.

##### 4. Account Information

As authorized by the Power New York Act of 2011, the Company will provide NYSERDA or its agents with certain customer information (*i.e.*, account closure information and subsequent customer information, including customer name, old and new account number(s), loan number, mailing address and service address.) All customer information released to NYSERDA by the Company will be considered confidential. Customers making application to NYSERDA under the NYSERDA Loan Installment Program will be required to provide consent for NYSERDA's use of the customer's utility account information.

For a premise with an outstanding NYSERDA loan obligation, each subsequent customer is deemed to have consented to the Company's disclosure to NYSERDA of such customer's information.

##### 5. Customer Questions and Billing Disputes

Questions related to the NYSERDA Program and complaints relating to the Company's billing of NYSERDA loan installment amounts shall be directed to NYSERDA. The NYSERDA contact information will be included in the customer's utility bill.

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