

PSC No: 16 - Gas  
Rochester Gas and Electric Corporation  
Initial Effective Date: January 1, 2012

Leaf No. 84.2  
Revision: 0  
Superseding Revision: 0

## GENERAL INFORMATION

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

#### **N. New York State Energy Research and Development Authority ("NYSERDA") Loan Installment Program (CONT'D)**

##### **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. In the event the NYSERDA loan 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 with account closure information and subsequent customer information, including customer name, old and new account number(s), loan number, mailing address and service address.

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.

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