

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

Leaf No. 18
Revision: 2
Superseding Revision: 0

GENERAL INFORMATION

2. HOW TO OBTAIN SERVICE (Cont'd)

B. CUSTOMER DEPOSIT

(1) Deposit Requirements

Residential

- (a) The Company may require a customer deposit from seasonal or short-term residential customers taking service for a term that does not exceed one year, from applicants who do not provide proof of their identity upon application for service, and residential customers as a condition of receiving service if such customer is delinquent in payment of their utility bills. A customer is delinquent for the purpose of a deposit assessment if such customer:
 - (i) Accumulates two consecutive months of arrears without making reasonable payment, defined as one-half of the total arrears, of such charges before the time that a late payment charge would become applicable, or fails to make a reasonable payment on a bi-monthly bill within 50 days after the bill is due; provided the Company requests such deposit within two months of such failure to pay; or
 - (ii) Had service terminated for non-payment during the preceding six months.

Customers included in Rule 2.B.1 will be provided a written notice, at least 20 days before the deposit is assessed, that failure to make timely payments will permit the Company to require a deposit from such customer. If a deposit from a customer who is delinquent by virtue of his or her failure to make a reasonable payment of arrears, is required, the Company shall permit such customer to pay the deposit in installments over a period not to exceed 12 months.

Non-residential

- (a) The Company may require a customer deposit from any new customer or from an existing customer:
 - (i) Who is delinquent. A customer is delinquent for the purpose of deposit assessment if two or more late payments were made within the previous 12 month period; or
 - (ii) Whose financial condition is such that it is likely that the customer may default in the future; provided, however, the Company must have reliable evidence of such condition; such as reports from accepted financial reporting services, or credit reporting agencies; or
 - (iii) Who has filed for reorganization or bankruptcy; or
 - (iv) Who has been rendered a backbill within the last twelve months for previously unbilled charges for service through tampered equipment.

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