

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

Leaf No. 18.1  
Revision: 0  
Superseding Revision:

## GENERAL INFORMATION

### **2. HOW TO OBTAIN SERVICE (Cont'd)**

#### **B. CUSTOMER DEPOSIT (Cont'd)**

##### (1) Deposit Requirements (Cont'd)

##### **Non-residential (Cont'd)**

- (b) The Company shall offer an existing customer, from whom a deposit is required under Rule 2.B.(2)(a)(i) or (ii), the opportunity to pay the deposit in three installments, 50 percent down and two monthly payments of the balance.
- (c) A request for a deposit or deposit increase will be in writing and will advise the Customer:
  - (i) why the deposit is being requested;
  - (ii) how the amount of the deposit was calculated;
  - (iii) that the deposit is subject to later upward or downward revision based on the Customer's subsequent billing history;
  - (iv) that the Customer may request that the Company review the account in order to assure that the deposit is not excessive;
  - (v) the circumstances under which the deposit will be refunded;
  - (vi) that the Customer will receive annual notice of the interest credited to the account;
  - (vii) about the available deposit alternatives; and
  - (viii) that for an existing customer from whom the deposit is being requested because of delinquency or financial condition, the deposit may be paid in three installments.
- (d) The Company shall issue to every customer from whom a deposit is obtained, a receipt showing the date, the account number, the amount received, the form of the payment, and shall contain a notice explaining the manner in which interest will accrue and be paid and that the receipt is neither negotiable nor transferable.

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