

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

Leaf No. 97  
Revision: 1  
Superseding Revision: 0

## GENERAL INFORMATION

### 5. TERMINATION OF SERVICE (Cont'd)

#### **A. TERMINATION OF SERVICE DUE TO DEFAULT (Cont'd)**

##### (13) Deferred Payment Agreements (Cont'd)

##### (b) Non-residential

- (i) Any non-residential customer is eligible for a deferred payment agreement except:
  - (aa) A customer who owes any amounts under a prior deferred payment agreement;  
or
  - (bb) A customer who failed to make timely payments under a prior deferred payment agreement in effect during the previous 12 months; or
  - (cc) A customer that is a publicly held company or a subsidiary thereof; or
  - (dd) A seasonal, short-term or temporary customer or
  - (ee) An electric customer who, during the previous 12 months, had a combined average monthly billed demand for all its accounts with the Company in excess of 20 kW, or who registered any single demand or any account in excess of 40 kW; or
  - (ff) A customer of any two services (gas or electric) who is ineligible under any provision for a deferred payment agreement in the respective schedule; or
  - (gg) A customer who the Company can demonstrate has the resources to pay the bill, provided that the Company notifies the customer of the Company's reasons and of the customer's right to contest this determination through the Commission's complaint procedures.

The Commission or its authorized designee may order the Company to offer a deferred payment agreement in accordance with this Rule to a customer whom it finds 16 NYCRR 13.5 is intended to protect, when an agreement is necessary for a fair and equitable resolution of an individual complaint.

The Company shall provide a written notice offering a deferred payment agreement to an eligible customer not less than five calendar days before the date of a scheduled termination of service for non-payment of arrears, or eight calendar days if mailed, provided the customer has been a customer for at least six months and the arrears on which the outstanding final termination notice is based exceeds two months average billing.

The Company shall provide a written notice offering a deferred payment agreement when it renders a backbill, which exceeds the cost of twice the customer's average monthly usage or \$100.00, whichever is greater; provided, however, that the Company will not be required to offer a deferred payment agreement when the customer knew, or reasonably should have known, that the original billing was incorrect.