

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

Leaf No. 87
Revision: 2
Superseding Revision: 1

GENERAL INFORMATION

5. TERMINATION OF SERVICE

A. TERMINATION OF SERVICE DUE TO DEFAULT

(1) Conditions for Termination:

The Company may terminate the supply of electricity due to default when the customer:

- (a) Fails to pay any tariff charge due on the customer's account for which a written bill has been rendered,
 - (i) For a residential customer, if the charges are for service rendered during periods in excess of the 12 month period, termination will be permitted in cases involving billing disputes during the 12 month period, estimated bills, the culpable conduct of the customer or excusable Company delays, and provided that the Company commences billing not more than four months after the resolution of the billing dispute, the adjustments to estimated bills, or the cessation of excusable delays by the Company or customer,
 - (ii) For a non-residential customer, if the charges reflect service used more than six (6) years prior to the time the bill first containing these charges was rendered, then the charges must be pursued by other methods of collection; or
- (b) Fails to pay amounts due under a deferred payment agreement; or
- (c) Fails to pay a lawfully required security deposit requested in accordance with Rule 2.B.; or
- (d) Fails to comply with a provision of the Company's schedule which permits the Company to refuse to supply or to terminate service; or
- (e) Is a non-residential customer, and fails to provide reasonable access to the premises for necessary or proper purposes in connection with rendering of service, including meter installation, reading, testing, maintenance, removal, or securing, of the Company's property, and the customer has not advised the Company that the customer does not control access to the meter, nor advised the Company who does have control over access.

(2) Notice of Termination:

- (a) Time:
 - (i) Residential - The Company may terminate the supply of electricity at least 15 days after a final termination notice has been served personally upon the customer or mailed to the customer. This notice may not be issued until at least 20 days have elapsed from the date payment was due.
 - (ii) Non-residential - The Company may terminate the supply of electricity:
 - (aa) At least five (5) days after a final termination notice has been served personally upon the customer; or
 - (bb) At least eight (8) days after mailing a final termination notice in post- paid wrapper to the customer, addressed to such customer at premises where service is rendered; or
 - (cc) At least five (5) days after the customer has either signed for or refused a registered letter containing a final termination notice, addressed to such customer at premises where service is rendered.
 - (dd) For qualified customers electing the Competitive Metering Option, as further defined in Rule 4.A.3, only RG&E is permitted to terminate a customer's service. An MSP/MDSP can only discontinue their provision of competitive metering services. Similarly, only RG&E is authorized to turn on the customer's service after all customer's financial obligations have been satisfied.

If the customer in Rules (i) or (ii) above has specified to the Company in writing an alternate address for billing purposes, the final termination notice shall be sent to such alternate address rather than to the premises where service is rendered. The notice shall contain the requested information set forth in Rule (2)(b).

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