

PSC No: 19 - Electricity  
Rochester Gas and Electric Corporation  
Initial Effective Date: January 1, 2010

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Superseding Revision: 2

## GENERAL INFORMATION

### 12. SUPPLY SERVICE OPTIONS (Cont'd)

#### F. Changing Supply Service Options (Cont'd)

##### 2. Process for Changing to a Retail Access Supply Service Option

To effectuate the switch to Retail Access, the customer's ESCO must contact RG&E to submit the customer's Retail Access enrollment information as described in General Information Section 11 Retail Access – Multi Retailer Model. Upon RG&E's receipt of notice that the customer is enrolling in Retail Access, RG&E will notify the customer of such enrollment by sending the customer a letter.

##### 3. Process for Changing to a Non-Retail Access Supply Option

A customer that is participating in Retail Access who would like to switch to RG&E for their Electric Power Supply (Non-Retail Access) may do so by first contacting its ESCO to discontinue Retail Access service.

Alternatively, a customer may switch to RG&E for its Electric Power Supply by calling RG&E, not less than fifteen (15) calendar days prior to their next scheduled or Special Meter Reading date.

Upon RG&E's receipt of the ESCO's notice that the customer is canceling Retail Access, RG&E will notify the customer of such cancellation by sending the customer a letter. The customer will be placed on the RSS option effective with the switch date.

##### 4. ESCO Discontinuance of Sales to an Individual Customer

If an ESCO cancels a customer's Retail Access service, such ESCO must follow the procedures set forth in the UBP Addendum to this Schedule. Upon receipt of the notice of discontinuance from the ESCO, RG&E will verify this request with the customer by sending a letter to the customer. The customer may choose another ESCO or return to the RSS Non-Retail Access option. The customer will be placed on the RSS option effective with the switch date if a new Retail Access enrollment has not been completed by the switch date.

##### 5. Service Classification No. 10 ("SC10") Contract Expiration

- a. A customer required to take mandatory Hourly Pricing:  
A customer taking service under SC10, who would otherwise qualify for mandatory Hourly Pricing, will be billed at Hourly Pricing rates upon expiration of their SC10 contract, unless a Retail Access enrollment is received from an ESCO at least 15 calendar days prior to the contract end date. If such retail access enrollment has been received, the customer will be billed at the ESCO Supply Service (ESS) option effective with the contract end date meter reading.
- b. Customers not required to take mandatory Hourly Pricing:  
If the customer is not required to be served at Hourly Pricing, upon expiration of their SC10 contract, the customer would be eligible to select a Supply Service Option described in Section 12.A. If the customer does not enroll in a Supply Service option, and no retail access enrollment has been received from an ESCO at least 15 calendar days prior to the contract end date, the customer will be billed at the RG&E Supply Service (RSS) option effective with the contract end date meter reading.

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