

PSC No: 19 - Electricity  
Rochester Gas and Electric Corporation  
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## GENERAL INFORMATION

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

#### E. Default Process

##### 1. Default Process:

- a. A non-retail access customer as of December 31, 2009, will default to the RG&E Supply Service option (RSS) effective January 1, 2010.
- b. A retail access customer as of December 31, 2009, will default to the ESCO Supply Service option (ESS) effective January 1, 2010.
- c. If a customer applying for service has not elected a Supply Service option as of December 31, 2009, RG&E will bill the customer under the RG&E Supply Service option or Hourly Pricing, as appropriate.

##### 2. Temporary Rate Assignment:

- a. Non-retail access customer switching to retail access:  
A non-retail access customer who has selected to enroll with an ESCO, but whose first scheduled, estimated or Special Meter Reading date effectuating the switch will not occur until after January 1, 2010, will be billed at the RG&E Supply Service option (RSS) until the customer's first scheduled, estimated or Special Meter Reading date. After that meter read, usage will be billed at the ESCO Supply Service option (ESS).
- b. Retail access customer switching to non-retail access:  
A retail access customer who has selected to return to RG&E non-retail access service, but whose first scheduled, estimated or Special Meter Reading date effectuating the switch will not occur until after January 1, 2010, will be billed at the ESCO Supply Service option (ESS) until the customer's first scheduled, estimated or Special Meter Reading date. After that meter read, usage will be billed at the RG&E Supply Service option (RSS).

#### F. Changing Supply Service Options

##### 1. Switching Rules:

- a. A customer can switch to and from retail access at any time subject to the requirements set forth in the General Information Section 11 General Retail Access – Multi Retailer Model and the Uniform Business Practices, and as detailed below:
  - 1) ESCO Supply Service (ESS)  
A customer taking service under the ESS option may switch to the RG&E Supply Service (RSS).
  - 2) RG&E Supply Service (RSS)  
A customer taking service under the RSS may switch to the ESCO Supply Service (ESS) unless otherwise ineligible as described in Rule 12.D.
  - 3) Hourly Pricing  
A customer mandatorily participating in Hourly Pricing, who is taking service under the ESS option, may only switch to Hourly Pricing with RG&E under the RSS option  
  
A customer mandatorily participating in Hourly Pricing, who is taking service under the RSS option, may switch to the ESS option.

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