

PSC No: 16 - Gas  
Rochester Gas and Electric Corporation  
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## GENERAL INFORMATION

### **10. GENERAL RETAIL ACCESS - MULTI-RETAILER MODEL (Cont'd)**

#### **D. ESCO/DC Participation (Cont'd)**

- 5. Operational Issues (Cont'd)
  - (h) Emergency Services (Cont'd)

- (1) Customer Emergency Calls (Cont'd)

The Company will assess and correct a service problem involving the Company's facilities. If the problem does not involve the Company's facilities, the Company will take all actions necessary to protect life and property. If a Customer requests further repairs, the costs and expenses of such further repairs will be the responsibility of the Customer. If an ESCO requests further repairs, the costs and expenses of such further repairs will be the responsibility of the ESCO.

- (2) Restoration Information

As described in the GTOP Manual, the ESCO and its Customers can obtain available information on the status of restoration efforts by contacting the Company.

- (3) Restoration Efforts

The Company will conduct restoration efforts in a non-discriminatory manner without regard to the ESCO affiliation of the affected Customer.

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