

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

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

#### **N. SUPPLIER-INITIATED SUSPENSION OF SERVICE**

A Supplier may request suspension of delivery service for a period of not more than one (1) year where a customer fails to pay the Supplier for commodity service. In the event the gas service to a customer was terminated by a Supplier as a result of non-payment of commodity charges by the customer, RG&E shall suspend the provision of delivery services (i.e. disconnect delivery service) and the provision of any other related services to such customer if:

- (1) RG&E is notified by the Supplier of the termination in such a manner and form as the Commission requires;
- (2) Except in the case of a service to a multiple dwelling pursuant to Section 33 of the Public Service Law as the same may be revised, modified, amended, clarified, supplemented, or superseded, such customer was billed using a billing system in which all charges for service were present on a consolidated bill;
- (3) RG&E provided delivery service to the customer at the time of the termination of commodity service;
- (4) Supplier confirms that it is able to and will take all actions within its control necessary to resume the provision of gas commodity service to such customer in accordance with the agreement for such service between the Supplier and such customer, if the customer makes full payment of the amount of arrears that were the basis for the termination of service;
- (5) The Supplier implementing the termination has not assigned its right to obtain payment of the arrears to an entity that is not a utility for purposes of Article 2 of Public Service Law; and
- (6) Less than one year has elapsed since such termination of commodity service has occurred.

RG&E will rely on the Supplier's Commission-approved notice of termination as proof of Supplier compliance with HEFPA. RG&E will accept a request for suspension of delivery service submitted by a Supplier in the authorized RG&E format. Prior to submitting a request for suspension, the Supplier shall complete all HEFPA requirements, including DPA offers, check for medical hardship, and 72 hours notice. Upon receipt of a Supplier suspension request, RG&E will follow any HEFPA procedures required prior to discontinuance of delivery service, and may refuse to initiate suspension/termination if necessary for the protection of customers or where such suspension/termination would be improper. RG&E will inform the Supplier of any impediments to completing the suspension.

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