

PSC No: 16 - Gas

Leaf No. 4

Rochester Gas and Electric Corporation

Revision: 1

Initial Effective Date: September 3, 2003

Superseding Revision: 0

Issued under the authority of the PSC in Case Nos.99-M-0631 and 03-M-0117, order effective June 20, 2003

TABLE OF CONTENTS**PART II - RULES AND REGULATIONS**

<u>Rule</u>	<u>Leaf No.</u>
5 Discontinuance of Service	
A. Discontinuance of Service Due to Default	84
B. Discontinuance of Service Due to Fraud	97
C. Discontinuance of Service Due to Supply Deficiency	97
D. Discontinuance of Service Due to No Access	102
E. Discontinuance of Service Due to Customer Request	103
F. Discontinuance of Service When There Is No Customer	103
G. Discontinuance of Service Due to Emergency Conditions	103
H. Voluntary Discontinuance of Service by the Marketer	104
I. Involuntary Discontinuance of Service to the Marketer or Direct Customer	105
J. Discontinuance of a Direct Customer	106
K. Assignment of Marketer's Contracts	107
L. Customer Discontinuance by the Marketer	108
M. Effect of Customer Transfer on Liability	110
N. Supplier-Initiated Suspension of Service	110.1
6. Liability	
A. Continuity of Supply	110
B. Right to Restrict Use	110
C. Customers Equipment	110
D. Company Equipment and Use of Service	110
7. Customer Inquiries and Complaints	111
A. Customer Disputes	111
B. Retail Access Dispute Resolution Process	111
8. Forms	
A. Residential Service	113
B. General Service	114
C. Gas Main Extension Agreement	117
D. Minimum Insulation Standards Certificate	118
E. Service Agreement - S.C. No. 3	121
F. Deferred Payment Agreement	122
G. Service Agreement - S.C. No. 3 Capacity Release	122
H. Discontinuance of Service Form	125
9. Interest on Customer Overpayments	126

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