

PSC No: 17 - Gas  
Rochester Gas and Electric Corporation  
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## GENERAL INFORMATION

### PART II – RULES AND REGULATIONS

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

##### **B. INVOLUNTARY DISCONTINUANCE OF SERVICE TO THE DISTRIBUTION CUSTOMER OR DIRECT CUSTOMER (Cont'd)**

- (2) The Distribution Provider may initiate the process to discontinue a Distribution Customer or Direct Customer by providing the Distribution Customer or Direct Customer a notice (with a copy to the New York State PSC) that advises the Distribution Customer that its right to enroll or switch additional Retail Customers is suspended immediately. The notice shall also state that unless the stated cause for the discontinuance is corrected within a designated period (ten (10) calendar days) from the Distribution Customer's receipt of the notice, or the New York State PSC, or its designee, requires otherwise, the Distribution Customer's existing Retail Customers will be notified that the Distribution Customer will be discontinued. The discontinuance will take place not longer than fifteen (15) calendar days after the end of the designated period to cure the problems except that in cases of non-payment of invoices, the discontinuance will take place at the end of the designated period. Discontinuance of Direct Customers may be initiated by a similar notice stating that unless the identified cause is corrected within the designated period (ten (10) calendar days), or the New York State PSC, or its designees, requires otherwise, the Direct Customer will no longer be allowed to procure its own energy supplies. The discontinuance process will stop if the Distribution Customer or Direct Customer corrects the problem within the ten (10) calendar day period unless otherwise directed by the PSC. If a more expedited process is deemed necessary, for any discontinuance, the process outlined in herein may be followed.
- (3) The Distribution Provider may suspend or discontinue a Distribution Customer immediately if an imminent risk exists that compromises the safety or operational reliability of the Distribution Provider's system.
- (4) If the Distribution Provider discontinues service to a Distribution Customer or Direct Customer, it shall notify the Distribution Customer's Retail Customers. The notices to be sent to Retail Customers by the Distribution Provider shall advise them:
  - (a) That the discontinuance shall (or did) occur at the first meter reading date after the determination of discontinuance to the Distribution Customer, or another date where the Distribution Provider may estimate the readings at the discontinuance date or provide for a special meter read;
  - (b) Of their option to either select another Distribution Customer or to return to regulated utility service;
  - (c) Of the names and telephone numbers of Distribution Customers qualified in the Distribution Provider's Control Area;
  - (d) That if they do select another Distribution Customer, that Distribution Customer will file switch requests with the Distribution Provider on their behalf, and there will be no fee charged by the Distribution Provider for the switches; and
  - (e) That after the discontinuance and unless and until new Distribution Customers are selected and the switches are completed, the Service Point will be transferred to the appropriate service classification in the Distribution Provider's retail gas tariff.

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