

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

PART I

PREAMBLE (Cont'd)

Under the single-retailer model, the responsibilities of Distribution Customer, subject to and consistent with the provision of this tariff include, but are not limited to:

- Contacting potential Retail Customers and signing the Retail Customer up for service.
- Providing Retail Customer enrollment information to the Distribution Provider.
- Procuring an adequate supply of gas to serve its Retail Customers.
- Procuring an adequate quantity and type of upstream capacity to deliver its gas to the Distribution Provider's citygates.
- Forecasting the gas load for its retail customers on a daily basis (if applicable).
- Scheduling the appropriate quantity of gas for delivery to RG&E the Distribution Provider's system.
- Receiving meter read data from the Distribution Provider for its service points.
- Referring meter read investigations as a last resort to the Distribution Provider after performing analysis of usage/billing with its Retail Customer.
- Providing bills to its Retail Customers for bundled service.
- Responding to and working to resolve any billing inquiries from its Retail Customer.
- Receiving payment from its Retail Customers for bundled service.
- Remitting payment to the Distribution Provider for distribution service and any gas imbalance cashouts or other special services requested by the Distribution Customer.
- Assuring that its financial obligations to the Distribution Provider are current and proper security is in place.
- Participating in the Gas Distribution Customer Operating Group Meetings to express issues/concerns regarding retail access, and review any updates to the Distribution Provider's Operating Manuals.
- Resolving any potential disputes with the Distribution Provider.
- Working with the Distribution Provider regarding requests for non-emergency services if the marketer desires. Retail Customers have the option to work directly with the Distribution Provider on these types of requests without involvement of the Distribution Customer.
- Referring any emergency calls directly to the Distribution Provider.

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