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Rochester Gas and Electric Corporation
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GENERAL INFORMATION

PART II – RULES AND REGULATIONS

2. HOW TO OBTAIN SERVICE (Cont'd)

B. RETAIL CUSTOMER ENROLLMENT / INFORMATION REQUIREMENTS (Cont'd)

(4) Existing Service Points Switching Service Providers

To request a transfer of an existing Service Point from the Distribution Provider's retail service under PSC 11 - Schedule for Gas Service to a Distribution Customer's service or for a Retail Customer switching from one Distribution Customer's service to another, the Distribution Customer must supply the required retail customer enrollment information to the Distribution Provider. The switch of the service point will occur on the next regularly scheduled meter read date that occurs at least ten (10) calendar days following receipt of the required enrollment information. The Distribution Customer may request a special meter read, or a Retail Customer supplied read may be used if there are less than twelve (12) consecutive estimates, if the meter is a regular non-hourly gas meter, or if the meter is within the Distribution Providers' acceptable high-low parameters. The Distribution Provider will notify the Distribution Customer of receipt of the required information within five (5) calendar days of receipt.

The service classification under which the service point will be billed will be that which most closely corresponds to the service classification under which the Retail Customer was being billed under the Distribution Provider's Retail Tariff, unless the Distribution Customer requests otherwise. The Distribution Customer is responsible for the selection of the service classification most appropriate to the Retail Customer's needs.

(5) Slamming Prevention Process

- (a) To request a switch of service providers, Distribution Customers must notify the Distribution Provider of the switch using the process outlined in Rule 2.B.4.
- (b) Upon receipt of the switch request from a Distribution Customer, the Distribution Provider must, at least five (5) calendar days prior to the switch date, send a verification letter to the affected Retail Customer and notify the incumbent Distribution Customer, that is serving the Retail Customer at that time.
- (c) The verification letter must advise the Retail Customer of the switch request and ask that he/she contact the Distribution Provider within five (5) calendar days if the switch request information is incorrect. The general content of the letter must be filed with the Department of Public Service for review before it is used for this purpose.

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