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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

(1) General

To initiate service for any Retail Customer at a new or existing Service Point, the Distribution Customer shall submit a Customer Enrollment Form to the Distribution Provider. The completed enrollment form authorizes the named Distribution Customer to serve as the energy provider for the specified Service Point(s). A Retail Customer with multiple Service Points may be served by more than one Distribution Customer; however, each Service Point shall be served by only one Distribution Customer at any time. The enrollment form must be signed by a representative of the Distribution Customer and must contain all required Retail Customer information. The Retail Customer's signature is not required on the enrollment form. Enrollments for new Service Points for a Distribution Customer will not be processed unless the Distribution Customer is a qualified supplier in good standing with the Distribution Provider, with all payments current and complete.

(2) Approval of Installation

Before service is supplied at any location, the Distribution Customer shall furnish to the Distribution Provider, at its own expense, satisfactory evidence as to the safe condition of the piping and associated equipment which has been installed at that location. The Distribution Provider, at its discretion, shall have the right to perform reasonable inspections of all piping and associated equipment located at premises to which gas service is to be or is being supplied. If additional piping or equipment is installed on such premises, the Distribution Customer shall secure, at its own expense, satisfactory evidence as to the safe condition of the piping and associated equipment and present the Distribution Provider with said proof of approval.

(3) New Metered Service Points

To initiate service for a new service point for either a New Delivery Retail Customer at a new service point, or a new Service Point added for an existing Retail Customer, the Distribution Customer or a Direct Customer must submit a signed Customer Enrollment Form, as specified in the Gas Transportation Operating Procedures (GTOP) manual, to the Distribution Provider and comply with the requirements of Rule 9. The Distribution Provider will notify the Distribution Customer or Direct Customer of receipt of the Customer Enrollment Form within five (5) calendar days' of receipt. If a special meter read is necessary to initiate service, the Distribution Provider will perform the meter read without a fee.

- (a) For new residential services where the Retail Customer or a Direct Customer has no outstanding amounts owed the Distribution Provider, or are currently covered by a deferred payment plan with the Distribution Provider, and does not require construction, the Distribution Customer or Direct Customer shall submit a Customer Enrollment Form to the Distribution Provider, a minimum of five (5) business days prior to the date of initial service.
- (b) For all other Service Points requiring construction prior to initial service, the Distribution Customer or Direct Customer shall submit a Customer Enrollment Form to the Distribution Provider, a minimum of ten (10) calendar days prior to the date of initial service.

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