

PSC No: 17 - Gas  
Rochester Gas and Electric Corporation  
Initial Effective Date: June 1, 2003

Leaf No. 48  
Revision: 0  
Superseding Revision:

## GENERAL INFORMATION

### PART II – RULES AND REGULATIONS

#### 4. OPERATIONAL ISSUES (Cont'd)

##### **H. Discontinuance or Curtailment of Gas Service Due to a Long Term Supply Deficiency**

Each Distribution Customer shall provide a curtailment plan to the Distribution Provider as a condition of qualification, as specified in Rule 2.A(2)(c)(iv), and update or confirm that plan annually thereafter. The curtailment plan will identify what actions the Distribution Provider should take in the event that the Balance Control Owner for the Distribution Customer's Retail Customer service points is consistently unable to supply the needs of all of those service points, and the Distribution Provider expects to be unable to routinely compensate for this sustained underdelivery through the balancing process. The curtailment plan must specify the order in which categories of service point loads will be reduced, and ensure that the Distribution Provider has the right to physically disconnect or terminate service to service points which do not reduce or eliminate load in accordance with that plan.

Although curtailment priorities should be decided among the parties involved (i.e., the Distribution Customer, its Retail Customers, and the Balance Control Owner), all Special Needs and Residential Customers retain the right to return to the Distribution Provider as the Supplier of Last Resort.

If a curtailment plan is implemented, and the Distribution Customer's Retail Customers take volumes in excess of nominated and delivered amounts, the Balance Control Owner will be charged both the balancing charge for underdeliveries under normal or OFO conditions, as applicable, and a \$2.50 per therm penalty for such excess volumes.

##### **I. Emergency Services**

###### **a) Retail Customer Emergency Calls**

In response to an Emergency Service Call, the Distribution Customer shall communicate to Retail Customers that they should utilize the Distribution Provider's emergency phone number to contact the Distribution Provider to report any emergency situations involving the gas distribution system. In the event the Distribution Customer receives an Emergency Service Call, the Distribution Customer shall transfer the Emergency Service Call automatically, 24 hours a day, to the Distribution Provider's emergency phone number. Non-emergency calls must not be transferred.

The Distribution Provider will assess and correct any service problem involving the Distribution Provider's facilities. If the problem does not involve the Distribution Provider's facilities, the Distribution Provider will take all actions necessary to protect life and property. If a Retail Customer requests further repairs, the costs and expenses of such further repairs will be the responsibility of the Retail Customer. If a Distribution Customer requests further repairs, the costs and expenses of such further repairs will be the responsibility of the Distribution Customer.

###### **(2) Restoration Information**

As described in the Distribution Customer Manual, the Distribution Customer and its Retail Customers can obtain available information on the status of restoration efforts by contacting the Distribution Provider.

###### **(3) Restoration Efforts**

The Distribution Provider will conduct restoration efforts in a non-discriminatory manner without regard to the Distribution Customer affiliation of the affected Retail Customer.

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