

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

PART I

PREAMBLE (Cont'd)

- Switching Retail Customer service points from one Distribution Customer to another, or back to the Distribution Provider upon request.
- Providing Retail Customer lists to the Distribution Customer on a regular basis.
- Providing meter read, billed history, and/or Retail Customer credit history data as requested by the Distribution Customer.
- Operating, maintaining, and upgrading as necessary the transmission and distribution system.
- Extending the distribution system to accommodate new Retail Customers, at the request of the Retail Customer, the Distribution Customer, or a third party (i.e. a builder or contractor).
- Connecting new Retail Customers to the distribution system at the request of the Retail Customer, the Distribution Customer, or a third party (i.e. a builder or contractor).
- Installing and maintaining meters at Retail Customer locations (unless done by a competitive meter service provider under competitive metering).
- Confirming the Distribution Customer's gas nominations on the upstream pipelines.
- Delivering the Distribution Customer's gas/or and electricity from a Distribution Point of Receipt to the Retail Customer locations.
- Providing gas balancing service.
- Collecting meter read data and developing estimated reads as appropriate (unless done by a competitive meter data service provider under competitive metering).
- Providing Retail Customer meter read data to the Distribution Customer.
- Providing a bill to the Distribution Customer for distribution service to its service points, including any cashouts of gas imbalances and any charges for special services.
- Responding to and working to resolve any billing inquiries from the Distribution Customer.
- Receiving payments directly from Distribution Customer for distribution service, any cashouts of gas imbalances and any charges for special services.
- Responding to all emergency calls (i.e. Retail Customer contacts the Distribution Provider directly for all emergency calls).
- Acting as provider of last resort for all Retail Customers whose Distribution Customer no longer desires to serve them.
- Performing any physical shut-offs for non-payment (i.e. the Distribution Customer cannot shut off a Retail Customer, or request that it be shut off, it can only turn the Retail Customer back to the Distribution Provider).
- Resolving any potential disputes with the Distribution Customer.
- Conducting annual qualification reviews of the Distribution Customer.
- Assuring that Distribution Customer's financial obligations are current and proper security is in place, and taking prompt action to resolve, as appropriate.
- Coordinating and conducting the Gas Distribution Customer Operating Group Meetings to provide a forum for open communication and discussion of Distribution Customer concerns.
- Working with Retail Customers and/or Distribution Customers regarding requests for non-emergency service, as necessary. Retail Customers have the option to work directly with the Distribution Provider for these types of requests.

- (Continued on next leaf)

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