

PSC No: 16 - Gas  
Rochester Gas and Electric Corporation  
Initial Effective Date: June 1, 2003  
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Leaf No. 94  
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Superseding Revision:

## GENERAL INFORMATION

### 5. DISCONTINUANCE OF SERVICE (Cont'd)

#### A. DISCONTINUANCE OF SERVICE DUE TO DEFAULT (Cont'd)

##### (13) Deferred Payment Agreements (Cont'd)

###### (a) Residential (Cont'd)

- (ii) A payment agreement shall obligate the customer to make timely payments of all current charges and shall provide for:
  - (aa) A downpayment up to 15 percent of the amount covered by the payment agreement or the cost of one-half of one month's average usage, whichever is greater; unless such amount is less than the cost of one-half of one month's average usage, in which case, the downpayment may be up to 50 percent of such amount; and monthly installments of up to the cost of one-half of one month's average usage or one-tenth of the balance, whichever is greater.
  - (bb) Any specific terms for downpayment and payment mutually agreed upon after negotiation by the Company and customer.
  - (cc) If the customer demonstrates financial need, no downpayment and installments as low as \$10 per month above current bills.

A payment agreement must be signed in duplicate by a Company Representative and the customer; a downpayment, if required, must be received by the Company before the agreement becomes enforceable by either party.

A payment agreement may be renegotiated and amended if the customer or applicant demonstrates their financial circumstances have changed significantly beyond their control.

- (iii) If a customer fails to make timely payment in accordance with a payment agreement, the Company shall send a reminder notice at least eight calendar days prior to the issuance of a final notice of termination.

If by the 20th day after payment was due under the payment agreement the Company has neither received payment nor negotiated a new payment agreement, the Company may demand full payment of the total outstanding charges and send a final termination notice in accordance with Rule 5.A and 16 NYCRR 11.4 and 11.10.

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