

PSC No: 16 - Gas
Rochester Gas and Electric Corporation
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GENERAL INFORMATION

5. DISCONTINUANCE OF SERVICE (Cont'd)

I. INVOLUNTARY DISCONTINUANCE OF SERVICE TO THE MARKETER OR DIRECT CUSTOMER (Cont'd)

- (4) The notices to be sent to Customers by the Company shall advise them:
- (a) That the discontinuance shall (or did) occur at the first meter reading date, or the first of the month, or another date where the Company may estimate the readings at the discontinuance date or provide for a special meter read;
 - (b) Of their option to either select another Marketer or to return to regulated utility service;
 - (c) That they have fifteen (15) calendar days to select another Marketer or they will be transferred back to the Company's regulated retail service.
 - (d) Of the names and telephone numbers of Marketers qualified in the Company's franchise area;
 - (e) That if they do select another Marketer, that Marketer will file switch requests with the Company on their behalf, and there will be no fee charged by the Company for the switches; and
 - (f) That after the discontinuance and unless and until new Marketers are selected and the switches are completed, the Service Point will be transferred to the equivalent service classification in this Tariff, unless the Distribution Provider has notified the Customer that delivery services will be terminated on or before the discontinuance date.
- (5) Customers will be transferred to the Marketer that they select, or to the Company's regulated retail service if no Marketer was selected, on the first day of the month following the fifteen (15) day period.
- (6) Sample copies of the form of the notices to Customers shall be submitted to the Department of Public Service for review at least five (5) calendar days before the letters are sent to Customers.
- (7) If a more expeditious discontinuance process is judged to be needed in a specific situation, the Company may request such expedited treatment upon a showing of need to the PSC or its designee, who shall have the authority to grant such a request. The Commission or its designee may also, for good cause, initiate an expeditious discontinuance process without a request by the Company. The Marketer or Direct Customer shall have standing in any such process.
- (8) A Marketer or Direct Customer may contest any suspension or proposed discontinuance by use of the Dispute Resolution Process (Rule 9) if that process is initiated in a timely manner.
- (9) Upon any discontinuance of a Marketer or Direct Customer, the Marketer or Direct Customer shall remain responsible for payment or reimbursement of any and all sums owed under this tariff or under any tariffs on file with the FERC, and service agreements relating thereto, or under any agreements between the Marketer or Direct Customer and the Company. The Marketer shall also remain obligated to the Customer to the extent provided for in any contracts with them.
- (10) Upon receipt of a switch request from a Marketer following the discontinuance notice, the provisions of Rule 2.A.(3)(g) of this tariff shall apply.

J. DISCONTINUANCE OF A DIRECT CUSTOMER

A Direct Customer may voluntarily discontinue securing its own energy supplies by notifying the Company of its intent to discontinue acting as a Direct Customer and to switch to another Marketer or to return to the Company's regulated service under this Tariff, in accordance with the Rule 2.A.3(g). A Direct Customer may be involuntarily discontinued for the reasons, and in the same manner, as a Marketer would be discontinued, as set forth in Rule 5.I, except that notices to Customers are not required where the Direct Customer is a single customer.

(Continued on next leaf)

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