

PSC No: 16 - Gas  
Rochester Gas and Electric Corporation  
Initial Effective Date: June 1, 2003  
Effective:

Leaf No. 106  
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Superseding Revision:

## GENERAL INFORMATION

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

#### **H. VOLUNTARY DISCONTINUANCE OF SERVICE BY THE MARKETER (Cont'd)**

- (8) If a more expeditious discontinuance process is judged to be needed in a specific situation, the Marketer may request such expedited treatment upon a showing of need to the PCS or its designee, who shall have the authority to grant such a request. The PSC or its designee may also, for good cause, initiate an expeditious discontinuance process on its own motion. The Company shall also have standing in any such processes.
- (9) Sample copies of the form of the notices to Customers under this process shall be provided to the Department of Public Service for review at least five (5) calendar days before the letters are sent to Customers.

#### **I. INVOLUNTARY DISCONTINUANCE OF SERVICE TO THE MARKETER OR DIRECT CUSTOMER**

- (1) The Company will have the right to initiate a process to discontinue a Marketer's or Direct Customer's participation in the Company's retail access program:
  - (a) Where the Company determines that it is necessary or desirable for safety or for system reliability reasons (including, but not limited to, the scheduling and delivery of gas supply and capacity to meet the needs of customers). Such reasons shall include, but are not limited to:
    - (i) Actual scheduled deliveries deviating consistently and unreasonably beyond a predetermined percentage (plus or minus 5% on each of three (3) consecutive days) of the Marketer's or Direct Customer's day ahead forecast schedule of energy supply requirements; and
    - (ii) Day ahead forecast schedules deviating consistently and unreasonably beyond a predetermined percentage (plus or minus 20% on each of three (3) consecutive days) of the Marketer's and Direct Customer's actual aggregate customer load in the franchise area, unless balancing service is provided by the Company.
  - (b) Where the Marketer or Direct Customer fails to comply with the terms and conditions of the Company's tariff or Marketer or Direct Customer Agreement;
  - (c) Where there is a continued pattern of attempts to transfer Customers without proper Customer authorization (slamming);
  - (d) Where the FERC issues an order authorizing discontinuance of participation by the Marketer or Direct Customer under the Company's OATT;
  - (e) Where a court of competent jurisdiction issues an order authorizing discontinuance of the Marketer or Direct Customer;

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