

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

Leaf No. 67
Revision: 0
Superseding Revision:

GENERAL INFORMATION

4. METERING AND BILLING (Cont'd)

E. TERM OF SERVICE (Cont'd)

(3) Retail Access Service (Cont'd)

(b) Billing Questions and Disputes

Failure of a Marketer or Direct Customer to make an invoice claim within three (3) months after the date of the invoice will constitute a waiver of any such claim. However, the Company will allow a Marketer or Direct Customer to show cause after the three (3) month period expires as to why it could not reasonably file a claim prior to the three (3) month deadline. To the extent that any disagreement may arise as to whether or not the delay was reasonable, parties may use the dispute resolution process. (Rule 7.B.)

- (i) Access to billing backup information will be provided to the Marketer or Direct Customer to enable them to perform necessary billing backup calculations.
- (ii) All questions concerning invoices should be directed to a department specified by the Company (by department and telephone number) within the Company's organization. The Company will acknowledge receipt of the inquiry from the Marketer or Direct Customer in writing or by electronic transmission promptly, but no later than five (5) calendar days from the Company's receipt of the inquiry. The Company must investigate and respond to the inquiring party, in writing, no later than twenty (20) calendar days from the Company's receipt of the inquiry.
- (iii) Overpayments made by a Marketer or Direct Customer as a result of an inaccurate invoice or as determined through the Dispute Resolution Process shall be credited to the Marketer's or Direct Customer's account if there is an outstanding balance owed to the Company on that account. Such credit or refund must occur within five (5) calendar days of a determination that an overpayment occurred. Such overpayments shall earn interest at the rate of 1.5% per month from the date of the overpayment, whichever applies. The refund shall be rendered to the Marketer or Direct Customer by electronic funds transfers. Overpayments made voluntarily by a Marketer or Direct Customer shall be credited to the Marketer or Direct Customer and shall not earn interest unless the overpayment is applied to the security deposit account.
- (c) Unless otherwise agreed to by the Company and the Marketer or Direct Customer, payments will be applied to arrears first and then to current charges.
- (d) Upon failure of the Marketer or Direct Customer to make any payment when due, the Company may draw down on any security that may be available as described in Rule 2.A.3(d).
- (e) The Company may charge Marketers and Direct Customers for the following:
 - (i) Energy imbalance, based on the tariff provisions;
 - (ii) Late payment charges, at a rate of 1.5% per month, applicable to all overdue billed amounts, including arrears and unpaid late payment charges and to underbillings, as determined through the Dispute Resolution Section;
 - (iii) Additional historical customer usage, billing and credit information available upon request;
 - (iv) Special meter reading changes; and
 - (v) Other rates and charges approved by the Public Services Commission and set forth in the tariff, including, but not limited to, transportation or distribution rates, miscellaneous surcharges, any switching fees, and taxes.

ISSUED BY: James A. Lahtinen, Vice President Rates and Regulatory Economics, Rochester, New York