

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

Leaf No. 13
Revision: 0
Superseding Revision:

GENERAL INFORMATION

2. HOW TO OBTAIN SERVICE (Cont'd)

A. APPLICATION FOR SERVICE (Cont'd)

(2) Nonresidential Service

- (a) A nonresidential service application must be filed in writing with the Company. The Company shall provide or deny service to any applicant as soon as reasonably possible, but no later than 10 calendar days after the receipt of a completed application unless a later time is specified by the applicant, and except as provided under 16 NYCRR 13.2.
- (b) As a prerequisite to providing service, the Company may require the applicant to:
 - (i) Provide appropriate documentation to verify the information provided on the written application, including establishment of responsibility for the service as owner or occupant, the correct service classification, and the person who controls access to the meter;
 - (ii) Comply with the Company's tariff or any applicable laws or ordinances;
 - (iii) Fulfill any applicable requirements of 16 NYCRR 230; and
 - (iv) Make full payment for all amounts due and payable that are not the subject of a pending billing dispute (pursuant to 16 NYCRR 13.15) or of an existing deferred payment agreement that is in good standing. This includes:
 - (aa) Service provided and billed in accordance with 16 NYCRR 13.11 to prior accounts and current accounts in the applicant's name or other accounts for which the applicant is legally responsible; or
 - (bb) Other tariff fees, charges or penalties; or
 - (cc) Any reasonably chargeable material or installation costs relating to temporary or permanent main extensions or service lines as authorized under 16 NYCRR 230 and required by the Company's Tariff, provided the costs are itemized and given to the applicant in writing; or
 - (dd) Any special service charges as applicable under the Company's Tariff, provided the charges are itemized and given to the applicant in writing; or
 - (ee) A security deposit if requested by the Company in accordance with 16 NYCRR 13.7.
- (c) The Company shall provide service to any accepted applicant whose application for service was previously denied solely for failure to make full payment as provided in 2.A2 (b)(iv) above, as soon as reasonably possible, but no later than three business days, or such later time as may be specified by the applicant, after payment is made, or ten calendar days of the receipt of the original application, whichever is later, except as provided under 16 NYCRR 13.2.
- (d) The Company shall advise any applicant who submits an incomplete application, in writing and within three business days of the receipt of the application, of the information and/or documents that must be submitted in order for the application to be considered complete. Such notice shall not itself be considered a denial of the application.
- (e) The Company shall not deny an application for service except in a written notice either delivered personally to the applicant or sent to the applicant's current business address or any alternative mailing address provided in the application. The written notice of denial shall state the reason(s) for denial, shall specify what the applicant must do to qualify for service and shall advise the applicant of the right to an investigation and review of the denial by the Commission or its authorized designee if the applicant considers the denial to be without justification, and provide the appropriate address and telephone number of the Commission.

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