

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

Leaf No. 19
Revision: 0
Superseding Revision:

GENERAL INFORMATION

2. HOW TO OBTAIN SERVICE (Cont'd)

A APPLICATION FOR SERVICE (Cont'd)

(3) Retail Access Service (Cont'd)

(e) New Delivery Customers

- (i) To initiate service to a New Delivery Customer at a new or existing Service Point, the Supplier or Direct Customer shall submit a General Service Application to the Company. The completed application authorizes the named Supplier or Direct Customer to serve as the energy provider for the specified Service Points(s). A customer with multiple Service Points may be served by more than one Supplier. The application must be signed by a representative of the Supplier or Direct Customer and must contain all required customer information. The customer's signature is not required on the application form. Enrollments for new Service Points for a Supplier will not be processed unless the Supplier is a qualified supplier in good standing with the Company, with all payments current and complete. For applicants where the Supplier signs the application, the Customer shall be presumed to have authorized the application.
- (ii) For a new service point for either a New Delivery Customer at a new service point or a new Service Point added for an existing customer, the Supplier or Direct Customer must submit a General Service Application form to the Company. The Company will notify the Supplier or Direct Customer of receipt of the application within five (5) calendar days of receipt. Service at a Service Point will commence after all connections are complete and all required metering equipment is installed, in accordance with provisions of this tariff. New Delivery Customer must be accepted by the Company before service may commence: any conditions set forth in this tariff for the initiation of service to such New Delivery Customers must be met. Any fees, deposit requirements, or other charges identified in this tariff will apply to initiation of service to New Delivery Customers. If a special meter read is necessary to initiate service, the Company will perform the meter read without a fee.
- (iii) For new residential service where the customer has no outstanding amounts owed the Company, or is currently covered by a deferred payment plan with the Company, and construction is not required, the Supplier or Direct Customer shall submit a completed General Service Application to the Company, a minimum of five (5) business days prior to the date of initial service.
- (iv) For all remaining new Service Points requiring construction prior to initial service, the Supplier or Direct Customer shall submit a completed General Service Application to the Company, a minimum of ten (10) calendar days prior to the date of initial service.
- (v) For New Delivery Customers, services will commence after all connections are complete and all required metering equipment is installed, in accordance with the provisions of this tariff. Any fees, deposit requirements, or other charges identified in this tariff will apply to initiation of service to new delivery customers.

(Continued on next leaf)

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