

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

2. HOW TO OBTAIN SERVICE (Cont'd)

A. APPLICATION FOR SERVICE (Cont'd)

(3) Retail Access Service (Cont'd)

(f) Switching of Customers

The following provisions apply to Customers who have either been taking transportation gas service under Service Classification No. 3 or Service Classification No. 5 and who request a switch from their current Marketer to another Marketer or to the Company's regulated retail service under this tariff, or been taking service under the Company's regulated retail service under this tariff and request a switch to transportation gas service under this tariff and service by a Marketer:

- (i) To request a transfer of an existing Customer at an existing Service Point from the Company's regulated retail service under this tariff to service by a Marketer, from one Marketer's service to another, or from a Marketer's service to service under the Company's regulated retail service under this tariff, the Marketer must supply the required retail customer enrollment information to the Company. For unmetered service points, the Marketer must contact the Company for Service Point identification. The Company will notify the Marketer of receipt of the required information within five (5) calendar days of receipt.
- (ii) The switch of the Service Point will occur on the next regularly scheduled meter read date that occurs at least ten (10) calendar days following receipt of the required enrollment information.
- (iii) There is no restriction on the frequency of switches between Marketers, provided that all notice period requirements are met. Switches will be subject to any applicable fees as stated in Rule 2.A.(3)(f)(iv) of this tariff.
- (iv) There will be no charge for a Service Point to transfer from the Company to a Marketer for transportation gas service. The Customer will be permitted one (1) voluntary switch from a Marketer to another or from a Marketer to the Company at no cost, during the Customer's first twelve (12) months following a Customer's initial participation in transportation gas service. After such time, a switching \$10.00 fee will be assessed to the Customer submitting a General Service Application for each Service Point switch from one Marketer to another, or from a Marketer to the Company's regulated retail service.
- (v) If the Customer or the Marketer requests a special meter read, the Customer or Marketer will be assessed a special meter read fee as stated in Rule 4.G.(1).
- (vi) If requested, the Company will provide to the Marketer, prior to the fifth calendar day of each calendar quarter, a listing of the Marketer's Customers that were receiving service from that Marketer as of the first calendar day of that quarter.
- (vii) If a Customer is transferring from the Company's retail service to service by a Marketer, or is to be a Direct Customer, the Company shall adjust a Customer's final bill from the Company for budget billing, as applicable.

(Continued on next leaf)

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