

PSC No: 20 - Electricity
Rochester Gas and Electric Corporation
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GENERAL INFORMATION

PART II - RULES AND REGULATIONS

7. DISCONTINUANCE OF SERVICE (Cont'd)

B. INVOLUNTARY DISCONTINUANCE OF SERVICE TO THE DISTRIBUTION CUSTOMER OR DIRECT CUSTOMER (Cont'd)

- (9) The Distribution Provider will attempt to read each Retail Customer's meter on the first meter reading date after the fifteen (15) day notice period expires, render a final bill, and discontinue the service to the Distribution Customer. In the case where the Distribution Provider was unable to obtain an actual final meter reading, the Distribution Provider may estimate the Distribution Customer's final billing according to the best available information.
- (10) Sample copies of the form of the notices to Retail Customers shall be submitted to the Department of Public Service for review at least five (5) calendar days before the letters are sent to the Retail Customers.
- (11) If a more expeditious discontinuance process is judged to be needed in a specific situation, the Distribution Provider may request such expedited treatment upon a showing of need to the PSC or its designee, who shall have the authority to grant such a request. The Commission or its designee may also, for good cause, initiate an expeditious discontinuance process without a request by the Distribution Provider. The Distribution Customer shall have standing in any such process.
- (12) A Distribution Customer or Direct Customer may contest any suspension or proposed discontinuance by use of the Dispute Resolution Process (Rule 9) if that process is initiated in a timely manner.
- (13) Upon any discontinuance of a Distribution Customer or Direct Customer, the Distribution Customer or Direct Customer shall remain responsible for payment or reimbursement of any and all sums owed under this tariff or under any tariffs on file with the FERC, and service agreements relating thereto, or under any agreements between the Distribution Customer or Direct Customer and the Distribution Provider. The Distribution Customer shall also remain obligated to the Retail Customer to the extent provided for in any contracts with them.
- (14) Upon receipt of a switch request from a Distribution Customer following the discontinuance notice, the Distribution Provider will verify the intended switch with the Retail Customer in accordance with Rule 2.B.6.

C. RETAIL CUSTOMER DISCONTINUANCE BY THE DISTRIBUTION CUSTOMER

- (1) A Distribution Customer may discontinue service to individual Retail Customers in the Distribution Provider's Control Area at will (subject to any penalties or sanctions that may arise due to contractual obligations), upon submission of a written Discontinuance of Service Form (or switch request) to the Distribution Provider and the Distribution Customer's Retail Customers at least fifteen (15) calendar days prior to the discontinuance date. The notice to Retail Customers shall inform them:
 - (a) Of the date of the discontinuance, which should be at the Retail Customers' next scheduled meter read date, and other applicable Rules of 2.B.5;
 - (b) Of their option either to select another Distribution Provider or to return to regulated utility service;
 - (c) That if they do select another Distribution Customer, that entity will file Customer Enrollment Forms with the Distribution Provider on their behalf, and there will be no fee charged by the Distribution Provider for the switches; and

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