

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)

E. DISCONTINUANCE OF A DIRECT CUSTOMER

A Direct Customer may voluntarily discontinue securing its own energy supplies by notifying the Distribution Provider of its intent to discontinue acting as a Direct Customer and to switch to another supplier or to return to the Distribution Provider's retail service under PSC No. 19 - Schedule for Electric Service, in accordance with Rule 2.A.3. A Direct Customer may be involuntarily discontinued for the reasons, and in the same manner, as a Distribution Customer would be discontinued, to the extent applicable, set forth in Rule 7.B., except that notices to Retail Customer are not required where the Direct Customer is a single customer.

F. ASSIGNMENT OF DISTRIBUTION CUSTOMER CONTRACTS

- (1) A Distribution Customer may assign Retail Customer contracts to other eligible Distribution Customers, and transfer the rights to serve those Retail Customers, provided that the Distribution Customer's contracts and disclosure statements clearly state that such assignments and transfers may occur. The assignment and transfer may be initiated upon submission of a notice to the Distribution Provider, the PSC and the Distribution Customer's Retail Customers at least fifteen (15) calendar days prior to the transfer date. The notice to the Distribution Provider and the PSC shall include a copy of the assignment document(s) executed by officers of all the involved Distribution Customers and a copy of the notice being sent to Retail Customers. The notice to Retail Customers shall inform them:
 - (a) Of the date(s) of the assignment;
 - (b) That service will be provided by the assigned Distribution Customer; and
 - (c) Of any changes in the contract or disclosure statement terms (to the extent permitted by the existing contracts or disclosure statements), including ministerial changes such as telephone numbers, mailing addresses, etc.
- (2) The Distribution Provider must, within five (5) calendar days of the notice from the Distribution Customer, also send a notice to the Distribution Customer's assigned Retail Customers advising them that transfer requests have been received and will be executed.
- (3) Sample copies of the form of the notice 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 Retail Customers.
- (4) If the Distribution Provider learns that a Distribution Customer has assigned Retail Customers and transferred service to other Distribution Customers without giving the required notices (in contracts and/or disclosure statement and in the letters to be sent at least fifteen (15) calendar days prior to the transfer of service) to Retail Customers and to the Distribution Provider in accordance with the above requirements, the Distribution Provider shall immediately inform the Department of Public Service and then, if directed, notify all of the Distribution Customer's Retail Customers in accordance with procedures noted above.

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