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Rochester Gas and Electric Corporation
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GENERAL INFORMATION

PART II - RULES AND REGULATIONS

4. OPERATIONAL ISSUES (Cont'd)

F. EMERGENCY SERVICES

(1) Retail Customer Emergency Calls

In response to an Emergency Service Call, the Distribution Customer shall communicate to Retail Customers that they should utilize the Distribution Provider's emergency phone number to contact the Distribution Provider to report any emergency situations involving the electric distribution or transmission system. In the event the Distribution Customer receives an Emergency Service Call, the Distribution Customer shall transfer the Emergency Service Call automatically, 24 hours a day, to the Distribution Provider's emergency phone number, as specified in the Distribution Operating Agreement. Non-emergency calls must not be transferred.

The Distribution Provider will assess and correct any service problem involving the Distribution Provider's facilities. If the problem does not involve the Distribution Provider's facilities, the Distribution Provider will take all actions necessary to protect life and property. If a Retail Customer or Distribution Customer requests further repairs, the costs and expenses of such further repairs will be the responsibility of the Distribution Customer.

(2) Restoration Information

As described in the Distribution Operating Agreement, the Distribution Customer and its Retail Customers can obtain available information on the status of restoration efforts by contacting the Distribution Provider.

(3) Restoration Efforts

The Distribution Provider will conduct restoration efforts in a non-discriminatory manner without regard to the Distribution Customer affiliation of the affected Retail Customer.

G. POWER QUALITY

(1) Investigations

The Distribution Customer shall communicate to its Retail Customers that they may contact the Distribution Customer or the Distribution Provider with power quality problems (eg. dim lights when a large appliance cycles on). The Distribution Provider will perform an investigation to determine the cause of the power quality problem. If the investigation of the Distribution Provider determines that the power quality problem is not the result of the electric supply services provided by the Distribution Provider, the Retail Customer may:

- (a) Instruct the Distribution Provider to cease the investigation as long as the condition does not affect the integrity of the Distribution Provider's distribution system or other Retail Customers;
- (b) Inform the Distribution Provider that they will work with their own power quality engineer, electrical contractor, or representative of the Distribution Customer to continue the investigation; or
- (c) Obtain the services of and be billed directly by the Distribution Provider on a cost and expense basis to continue the investigation.

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