

PSC No: 20 - Electricity
Rochester Gas and Electric Corporation
Initial Effective Date: June 1, 2003

Leaf No. 51
Revision: 0
Superseding Revision:

GENERAL INFORMATION

PART II - RULES AND REGULATIONS

5. BILLING AND PAYMENT (Cont'd)

B. DISTRIBUTION CUSTOMER BILLED HISTORY

All Distribution Provider records will be retained according to GAAP/FASB rules and guidelines and applicable State and Federal Law. Billed history, which includes the Distribution Provider's Retail Customer's identifier, type of service, and associated billed amount for each bill rendered, will be retained for six (6) years.

A Distribution Customer can request billed history on any of its service points or related accounts for the periods during which it served those service points. Billed history will be kept on-line for twenty-four (24) months. Billed history requested beyond twenty-four (24) months or two requests within a twelve (12) month period will be subject to an additional service charge as specified in Rule 11.D.

C. CHARGES FOR SPECIAL SERVICES

Where the Distribution Provider performs special services at the request of the Distribution Customer, in addition to supplying electric service, the Distribution Customer shall pay the Distribution Provider's costs and expenses when such special services are not due to the failure of the supply of electricity or are not the responsibility of the Distribution Provider, and except as otherwise specified or provided for in this Tariff. Charges will apply on a per visit basis per service point. A charge will be assessed for each rescheduled or subsequent visit.

The Company's normal business hours are Monday through Friday, 8:00 a.m. to 5:00 p.m. EST. Services requested Monday through Friday 5:00 p.m. to 8:00 a.m., Saturday, or Company holidays will be assessed at the Company's time and a half labor rates. Services performed on a Sunday will be charged at the Company's double time labor rate. Charges for a crew will be based on a minimum call out period.

Same Day or Non-Business Hour Service Request

The charge for connecting, reconnecting, or disconnecting a service on the same day of the request or during non-business hours at the request of the Distribution Customer or Direct Customer shall be equal to the amount shown in the Special Services Statement.

D. PAYMENT

The provisions described below relate only to retail access billing and collection services and charges to be paid by Distribution Customers or Direct Customers. The costs of any payment defaults that occur due to mutually agreed-upon terms between the Company and a Distribution Customer or Direct Customer may not be borne by any other customers or other Distribution Customers or Direct Customers.

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