

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

### PART II - RULES AND REGULATIONS

#### 2. HOW TO OBTAIN SERVICE (Cont'd)

#### **B. RETAIL CUSTOMER ENROLLMENT / INFORMATION REQUIREMENTS (Cont'd)**

##### **(9) Life Support System Information**

The Distribution Customer must identify any Retail Customer who is blind, elderly, or disabled, or who depends on electrically powered life support systems (such as respirators or dialysis machines) by completing and submitting to the Distribution Provider the Life Support and Special Needs Customer Status Form contained in Rule 13. The Distribution Customer shall maintain, and shall update at least annually, records identifying each such Retail Customer, and shall inform the Distribution Provider immediately of any change in such information.

##### **(10) Verification of Accounts**

If requested, the Distribution Provider will produce to the Distribution Customer, prior to the fifth calendar day of each calendar quarter, a listing of the Distribution Customer's Retail Customers that were receiving service from that Distribution Customer as of the first calendar day of that quarter.

##### **(11) Budget Billing Adjustments**

If a Retail Customer is transferring from the Distribution Provider's retail service to service by a Distribution Customer, or is to be a Direct Customer, the Distribution Provider shall adjust a Retail Customer's final bill from the Distribution Provider to close out any balance for budget billing balance.

##### **(12) Meter Read and Billed History Data**

Data will be provided to Retail Customers and Distribution Customers as described below.

A Retail Customer may request meter read and billed history data which will be provided to the Retail Customer only at the written or verbal request of the Retail Customer offering reasonable proof that the requesting party is the customer of record or premise owner. Premise owners providing reasonable proof of identification, who are not the current customers of record, may obtain history only of premises that they own.

The Distribution Provider will disclose a Retail Customer's meter read or billed history data to a Distribution Customer who has submitted an enrollment form for that Retail Customer, signed by the Distribution Customer, without the written consent of the Retail Customer. The Distribution Provider will disclose a Retail Customer's meter read or billed history data to a Retail Customer's designee or a Distribution Customer who has not submitted a signed enrollment form for the Retail Customer, only upon receipt of a signed document from the Distribution Customer or designee and with the written consent of the Retail Customer. All historical customer information obtained by the Distribution Customer or designee from the Distribution Provider must be kept confidential and cannot be disclosed to others unless otherwise authorized by the Retail Customer. This information shall include account numbers, passwords, telephone numbers and service addresses.

(Continued on next leaf)

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